



FIFTH THIRD
Bancorp

2024 SUSTAINABILITY REPORT

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Introduction

Fifth Third is a bank that's as long on innovation as it is on history. Since 1858, we've been helping individuals, families, businesses and communities through smart financial services that improve lives. Our list of firsts is extensive, and it's one that continues to expand as we explore the intersection of tech-driven innovation, dedicated people and focused community impact.

Fifth Third is one of the few U.S.-based banks to have been named among Ethisphere's World's Most Ethical Companies® for six of the last seven years. With a commitment to taking care of our customers, employees, communities and shareholders, our goal is not only to be the nation's highest performing regional bank, but to be the One Bank people most value and trust.

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A Message from the Chief Corporate Responsibility Officer

Thank you for your interest in Fifth Third's 2024 Sustainability Report. When we think about our corporate sustainability priorities, our ambition to be the One Bank people most value and trust is paramount. We are committed to doing the right things in the right way, inclusive of all voices and perspectives, and aligned with our values.

In 2024, we made great progress in fulfilling our purpose to make life a Fifth Third Better by inspiring our customers and communities to achieve financial well-being. To us, this means that all of our stakeholders have access to the tools to help them survive and then thrive with the ultimate goal of creating healthy and sustainable communities.

We are focused on best-in-class governance, industry-leading inclusive and innovative products, and achievement of our ambitious sustainability goals. We also are focused on taking good care of our employees, so that they can, in turn, take good care of the people we serve.

We are encouraged by the progress you'll read about in this report. In 2024, we launched our Small Business Catalyst Fund to provide capital to small businesses in the form of both grants and loans. We're making significant, transformational change through our place-based economic development initiatives, especially our Neighborhood Program, as well as our commitment to \$100 billion in social and environmental finance. The Fifth Third Community Development Company recently received a \$50 million allocation of New Market Tax Credits from the U.S. Department of Treasury to help build communities. All of this, and more, works together with our culture of volunteerism for the common good.

This report is intended to be read in conjunction with Fifth Third's other reports for stakeholders, including the Fifth Third Bancorp [2024 Annual Report](#) and the [Proxy Statement](#).

We are proud of our accomplishments in 2024 and recognize that there is still much more to do. Thank you for your continued confidence and for working with us to create a more inclusive and sustainable world for us all.



Kala Gibson
Executive Vice President
Chief Corporate Responsibility Officer

About This Report

Fifth Third is committed to generating long-term sustainable value for all our stakeholders. We are publishing this 2024 Sustainability Report to provide transparency into our progress.

We make independent business decisions for the Company.

We make business decisions to advance the long-term interests of our Company and its shareholders. This includes serving our clients, supporting our employees, helping our communities, and supporting a sustainable economy. We work with a broad array of organizations that may help advance those interests, even if we don't always support every position they take. Regardless, we make our own decisions, independently and based on our business principles.

We manage risk.

Managing risk is critical to the long-term success of our business and regulatory. We make risk-based assessments, including legal, credit, market, liquidity, operational, reputational and regulatory, to drive decisions and advance the interests of our constituencies.

We want to provide elite banking service.

Our ability to provide elite financial solutions and service, in both established and new markets, is critical to the long-term success of our business. We decide where and how we choose to do business by assessing risk and opportunity, not to further any political or social agendas.

We don't boycott any legal business.

We support clients across industries, religions and political affiliation. We proudly serve more than 5.2 million consumer customers in the U.S., 505,000 small business customers and over 18,000 Commercial and Business Banking clients. We consider each client and prospective client on an individual basis, considering risk to the Bank, financial return and our ability to meet the client's unique needs. We do not make decisions based on political or social agendas.

We value engagement.

We believe the best answers reside in engagement and discourse. When policymakers seek input to tackle challenges, we want to help. We know that our success requires working closely with government and stakeholders on sound public policy that grows the economy and lifts communities. We have worked across party lines to address the most pressing needs of the businesses and communities we serve, and we look forward to continuing to do so.

We are committed to accuracy and transparency.

Our data governance process uses the three lines of defense methodology (see Page [13](#) for details) for accountability and managing risks. This includes certifications from the content contributors who constitute the first line of defense. The report is reviewed by legal and other second line of defense functions and it also is subject to review as part of the Company's audit program (third line of defense). The report is reviewed and overseen through governance committees, including the Sustainability Disclosure Council, Sustainability Committee, Nominating and Corporate Governance Committee and the Board of Directors.

Data in this report covers Jan. 1 through Dec. 31, 2024, unless otherwise noted, and the narrative may include updates in 2025 where applicable.

For the last six years, we have been reporting in accordance with the Sustainability Accounting Standards Board sustainable industry classification system for Commercial Banks, Consumer Finance and Mortgage Finance. In addition, we have been reporting on Global Reporting Initiative Standards' core option, which includes general disclosures as well as topic-specific disclosures relevant to Fifth Third. **In December 2023, we published our third Task Force on Climate-related Financial Disclosures Report. In March 2024, we published our first Financed Emissions Disclosure fulfilling a commitment made when we joined the Partnership for Carbon Accounting Financials in 2021.** We first began reporting on Stakeholder Capitalism Metrics for the full year 2020. Refer to the [Appendix](#) for details.

A note on “materiality”.

This report uses certain terms, including “material” topics, to reflect the issues of importance to Fifth Third and our broad stakeholder groups. Used in this context, these terms are distinct from and should not be confused with the terms “material” and “materiality” as defined by or construed in accordance with the securities laws or as used in the context of financial statements and reporting.

A note on our goals & targets.

In seeking a sustainable and inclusive future, we set targets to do our part using an independent assessment of what we determine is reasonable, achievable and will serve the best interest of our business and clients. While we pursue these targets, we note that they are subject to other prerequisites and critical considerations, both within and outside our control. These include the necessity of technological advancements; data quality and availability; the evolution of consumer behavior and demand; the business decisions of our clients, who are responsive to their own stakeholders; the need for thoughtful public policies; the potential impact of legal and regulatory obligations; market conditions; and the challenge of balancing short-term targets with the need to facilitate an orderly energy transition and energy security.

A note on the evolving state of sustainability disclosures.

The state of disclosures is evolving. In the absence of a regulatory framework, we base our sustainability reporting on certain industry acknowledged reporting standards and frameworks. As such, certain information, including scope, definition and expectations regarding aspects of corporate sustainability may change, which in turn may trigger appropriate changes in our strategy, processes and practices. All information in this report is current as of the date of publication. We undertake no obligation to update the information in this report or otherwise notify the reader in the event that any views, opinions or facts stated in this report change or subsequently become inaccurate.

A note on the use of this report.

This report is for general informational purposes only and does not constitute an offer or sale of any securities issued by Fifth Third Bancorp. All such offers and sales shall be made only pursuant to an effective registration statement filed by Fifth Third Bancorp with the Securities and Exchange Commission and a current prospectus. The information in this report shall not be deemed to be incorporated by reference in any filing under the Securities Exchange Act of 1934 or the Securities Act of 1933, except as shall be expressly set forth by specific reference. This report is not comprehensive and contains only voluntary disclosures on important sustainability topics. For that reason, this report should be read in conjunction with our [2024 Annual Report](#) on Form 10-K and our [Form 10-Q](#) for the quarter ended March 31, 2025 (particularly the “Forward-Looking Statements” and “Risk Factors” sections of both filings) and [2025 Proxy Statement](#), all of which can be found on [ir.53.com](#).

Fifth Third Reports with reference to Key Sustainability Frameworks

Refer to our Investor Relations webpage for our SASB, GRI and SCM data as well as our latest TCFD Report.



Our Approach to Sustainability

Our commitment to sustainability is integrated across our Company and in our strategic planning. **The Corporate Responsibility Office, led by Executive Vice President Kala Gibson, works to create a sustainable and inclusive economy for all of Fifth Third’s stakeholders.** The Sustainability Office, led by Senior Vice President Pratik Raval, directs our corporate sustainability strategy, sustainability reporting and governance.

A Message from Fifth Third’s Chief Sustainability Officer



Pratik Raval
Chief Sustainability Officer

2024 was a year of strong sustainability performance for Fifth Third. We were again recognized for our sustainability leadership and transparent reporting, ranking in the top quartile in most sustainability rankings against our peers. In 2025, we are sustaining that positive momentum as we remain focused on major sustainability priorities.

We also know that the expectations and priorities of our stakeholders continue to evolve. In order to understand their perspective, we connect with the key stakeholder groups throughout the year as summarized in the table below. Additionally, we plan to conduct a focused “sustainability materiality” assessment in 2025 to help strengthen our Company’s corporate responsibility and sustainability strategy in line with the stakeholder expectations, socio-economic value creation, and any opportunities or risks those may present to our business. Ultimately, our goal is to deliver the best possible results for our customers, communities, employees, and investors every day.

Stakeholder Engagement for Sustainability Matters

Stakeholder	Methods of engagement
Shareholders	Annual shareholder meeting, quarterly earnings calls, investor conferences and presentations, meetings with investor relations team and executive management, SEC filings and dedicated investor relations website.
Customers	Focus groups, conversations through branch interactions and phone calls, satisfaction surveys, social media interactions, customer helplines and corporate website.
Employees	Engagement survey, executive leadership communications, learning programs, performance and development initiatives, and corporate intranet.
Communities	National Community Advisory Forum, periodic Community Needs Assessments, financial education and outreach programs, philanthropic investments, civic memberships, volunteerism and nonprofit board engagement, and corporate website.
Regulators	Exams, continuous monitoring and other meetings with senior management, interactions through regulatory affairs and government affairs teams, and regulator-sponsored events and initiatives.

¹ Climate Risk Officer

Sustainability Committee

The Nominating and Corporate Governance Committee of the Board of Directors established the Sustainability Committee in 2020 with a charter to provide oversight and review of the Bank’s policies, programs, practices, strategies and approach to relevant sustainability topics.

Members of the Sustainability Committee:

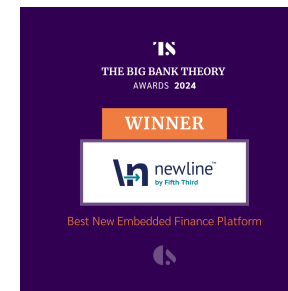
- Chief Corporate Responsibility Officer (chair).
- Chief Community Impact Banking Officer.
- Chief Human Resources Officer.
- Chief Inclusion Officer.
- Chief Legal Officer.
- Chief Operating Officer.
- Chief Risk Officer.
- Chief Sustainability Officer.
- Head of Commercial Bank.
- Head of Community Development.
- Head of Consumer Banking.
- Head of Enterprise and Non-Financial Risk¹.
- Head of Regional Banking.
- Senior Deputy General Counsel.
- Senior Director, Investor Relations.
- Chief Audit Executive (non-voting member).
- Senior Deputy General Counsel.
- Senior Director, Investor Relations.
- Chief Audit Executive (non-voting member).

Accolades and Recognition

These accolades highlight how Fifth Third delivers strong, consistent results for shareholders; reinvests in our communities; and creates a culture where employees thrive.^{2,3,4}



#1 in Florida for Retail Banking Customer Satisfaction.³



#1 for Best Mobile Banking App for Customer Satisfaction among Regional Banks.⁴

² ©2025 Fortune Media IP Limited. All rights reserved. Used under license.

³ Tied in 2025. For J.D. Power 2025 award information, visit jdpower.com/awards.

⁴ J.D. Power 2025 U.S. Banking Mobile App Satisfaction Study; among banks with \$65B to \$250B in deposits. Visit jdpower.com/awards for more details.

Ethics & Governance

One of our most valuable assets at Fifth Third is our reputation for integrity. We are judged by our conduct, and we must act in a manner that merits public trust and confidence.

We believe that a strong governance program is the foundation for a sustainable and well-governed company. Accordingly, we continuously evaluate our structures, processes and controls to ensure they support and promote accountability, effectiveness, transparency and ethical behavior.

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Corporate Governance

Board of Directors

Our Board of Directors provides oversight of, and guidance to, our executive management team in the development of corporate strategy, risk management, corporate culture, and other important aspects of our business, including sustainability topics.

In order to provide such oversight and guidance, **it is important that the Board include a majority of independent directors, strong committee chairs, and a diverse range of backgrounds and experiences calibrated to the evolving needs of our business and stakeholders.**

All of our directors are independent under the standards developed by Nasdaq and as required by our [Corporate Governance Guidelines](#), except our CEO.

Our [2025 Proxy Statement](#) includes information about the Board and its committees and their respective responsibilities. It also includes a Board Skills and Attributes Matrix that sets forth the varied skills and attributes that each director contributes to the Board's oversight of the Company.

Management

Our management structure is intended to facilitate leadership that is effective and consistent with our corporate standards and that promotes a strong corporate culture.

We manage our organization along lines of business, while also maintaining strong corporate functions and appropriate governance.

Our Company's most senior management body is Enterprise, which is responsible for developing and implementing corporate strategy and managing executive level operations. Sustainability updates are provided to Enterprise throughout the year.

Board Committee Oversight of Sustainability

- **Nominating and Corporate Governance Committee:** Oversees the Company's Sustainability program, including practices and reporting related to environmental topics, governance strategy and practices, and other corporate responsibilities that are significant to our business and stakeholders. Our Nominating & Corporate Governance Committee receives a sustainability update at each regular meeting.
- **Risk and Compliance Committee:** Oversees risk management practices, including those related to key sustainability topics.
- **Audit Committee:** Oversees the integrity of our financial reporting and governance programs.
- **Human Capital and Compensation Committee:** Oversees strategies and policies regarding compensation, talent management and executive succession planning, and other employment practices.
- **Technology Committee:** Oversees our technology, information security, and data privacy strategies, which are critical to the interests of all stakeholders.

Business Ethics

Doing the right thing is central to achieving our ambition to be the One Bank people most value and trust.

Fifth Third's ambition inspires our employees to create a great customer experience, an engaging workforce and vibrant communities. It is the foundation of Fifth Third's reputation as a respected corporate citizen, and this commitment begins with each Fifth Third employee doing the right thing.

Ethics Program

Fifth Third's ethics program is administered by the Ethics Office and overseen by the chief ethics officer, who is responsible for the publication of our [Code of Business Conduct and Ethics](#). The Ethics Office reports on key aspects of the Ethics program to Management Compliance Committee as well as the Audit and the Risk and Compliance committees of the Board of Directors. Information reported includes EthicsLine (hotline) activity and resolutions, conflicts of interest matters, and culture and conduct risk reporting.

In addition, the Ethics Office develops ethics training, employee communications on ethics matters and conducts ethics program assessments. Training includes two required annual all-employee and contractor courses: annual Code of Business Conduct and Ethics Course and a module on Doing the Right Thing at Fifth Third. Our robust communication plan is reviewed annually and contains periodic, event specific, and seasonally appropriate Code of Business Conduct and Ethics reminders.

The chief ethics officer may also escalate ethics matters directly to the Board. The Ethics program is audited and examined as part of the Fifth Third Audit schedule and the schedule of its examiners.



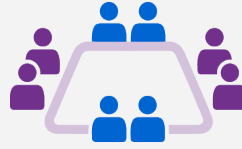
The [Code of Business Conduct and Ethics](#) is the foundation of our Ethics program, which was recognized as one of the 2025 World's Most Ethical Companies®. This honor came from the highly respected Ethisphere Institute, a global leader in defining

and advancing the standards of ethical business practices. **It puts us in elite company, as only 136 organizations around the globe—including only two U.S. based banks—earned this recognition.** Ethisphere scores companies in five categories: ethics and compliance program, culture of ethics, environmental and social impact, governance, and third party management. This year was the sixth time the Bank has received this award: Ethisphere also recognized the Bank as one of the World's Most Ethical Companies® in 2019, 2021, 2022, 2023 and 2024.

Ethics Office Foundational Program Elements



Written Standard



Governance and Ethical Culture



Monitoring and Internal Controls



Communication and Training



Incident Management



Conflicts Management

Employee Code of Conduct

[The Code of Business Conduct and Ethics](#) is a critical Board-approved guide for employees outlining our responsibility to do the right thing, serve with honesty and integrity, and act in compliance with both the letter and the spirit of the law.

Every employee is required to read, comply with and annually acknowledge the code. The acknowledgment is part of the annual Code of Business Conduct and Ethics training course. **In 2024, 99.8% of employees completed the Code acknowledgment.**

Additionally, all employees and contractors are required to complete ethics training on an annual basis. **In 2024, 99.7% of all employees completed required compliance training modules, which include ethics and Code training.** Further, ethics training is incorporated into other training modules required of employees and contractors depending on specific roles and positions within the Bank. Fifth Third's Directors also receive annual ethics training.

Ethics Hotline

Every Fifth Third employee has a responsibility to adhere to the [Code of Business Conduct and Ethics](#) and to raise issues if they become aware of misconduct or violations of our code. Employees are encouraged to raise concerns directly with their manager or someone in their division's reporting line with whom they feel comfortable talking.

In addition, employees have access to their human resources business partner, the Employee Relations Resource Group, Bancorp Security Operations Center or the Ethics Office, including the 24-hour EthicsLine. Reports can be made to the EthicsLine at any time, and employees can choose to remain anonymous. All reports are investigated and taken seriously, and we protect confidentiality to the fullest extent possible. If an investigation determines employee misconduct has occurred, prompt corrective action is taken, up to and including termination. Regular reporting of EthicsLine reports is provided to senior management, as well as the Audit Committee of the Board of Directors. Reports to the EthicsLine may be made by any of our employees, contractors, vendors, customers or others. In 2024, 451 reports were made to the EthicsLine, up 18% from 2023.

Whistleblower Protections

Fifth Third's [Non-Retaliation Policy](#) strictly prohibits intimidation of, or retaliation against, individuals who make good-faith reports of known or suspected violations of the [Code of Business Conduct and Ethics](#), any Fifth Third policy or procedure, or any law or regulation.

To ensure that Fifth Third's practices are robust, we conduct regular non-retaliation assessments.

Anti-Competitive Activities

The [Code of Business Conduct and Ethics](#) outlines Fifth Third's position on anti-competitive activities. Antitrust laws, also referred to as "competition laws," are rules developed by the U.S. government to protect consumers from predatory business practices. Their goal is to ensure fair competition exists in the marketplace.

Anti-competitive prohibited activities include:

- **Any agreements between competitors** relating to prices, allocations of territories or customers, or limitations of products.
- **Use of competitors' confidential or proprietary information.**
- **Engaging in any other anticompetitive behavior**, including disparaging or making false statements in relation to competitors, misappropriating competitors' trade secrets or encouraging competitors' customers to break contracts.

We ensure that business activities that involve any of our competitors are conducted with great care to ensure compliance with all laws and regulations.

We are responsible for adhering to anti-bribery and anti-corruption regulations of the countries in which we operate. This includes the Foreign Corrupt Practices Act, Canada's Corruption of Foreign Public Officials Act, and the U.K. Bribery Act, as well as other applicable laws and regulations. The regulations prohibit bribery of a foreign or domestic government official for the purpose of influencing that official. These regulations apply to conduct both inside and outside of U.S. territory. These regulations also apply to third parties conducting business with Fifth Third, such as suppliers and consultants. While Fifth Third has a low risk of anti-bribery and anti-corruption violations, it has implemented standards to govern activities that pose a higher risk of violations, such as payments to third parties outside of the United States and foreign travel.

Ethical Use of Artificial Intelligence

Fifth Third Bank recognizes the potential value of AI to enhance efficiency and customer experiences in a thoughtful manner and based on ethical guiding principles. Our AI governance process is designed to ensure the responsible and effective implementation of emerging AI technologies throughout Fifth Third. Key to our approach is transparency and accountability, including human oversight and robust data privacy and security. Employees receive training on the responsible use of AI including its limitations, bias recognition, and responsible data management. This commitment aligns with our ethical standards and our diligent approach to emerging technology risks.

Discrimination and Harassment

Discrimination, harassment and intimidation are not tolerated for any reason. This includes discrimination on the basis of an individual's race, ethnicity, color, hair texture/hair style, national origin, ancestry, citizenship status, religion, religious affiliation, creed, physical or mental disability, sex/gender, marital status, civil partnership, sexual orientation,

gender identity or expression, transgender status, age, pregnancy (including childbirth, lactation or other related medical conditions), parental status or caregiving responsibilities, genetic information, physical or intellectual disability or protected condition, military or veteran status, an individual having been a victim of domestic violence, sexual assault or abuse, an employee's or dependent's reproductive health decision making, or any other status protected under applicable laws.

Fifth Third does not require employees to sign mandatory arbitration agreements as a condition of employment or continued employment¹.

Third Party Management

Fifth Third has a robust third party management program for the acquisition of goods and services. It is expected that our third party partners demonstrate the same level of commitment to ethical business practices as Fifth Third.

Our [Third Party Code of Conduct](#) sets forth Fifth Third's expectations for ethical, human rights, labor and environmental standards in our third-party network.

Third party management's goal is to meet Fifth Third's strategic objectives and maintain our commitment to providing equal opportunities to all capable third parties. To achieve this goal, we seek strategic partnerships with highly qualified sources who provide solutions that improve our processes, increase the quality of our products and services, and drive efficiencies. We execute our third party selection process in accordance with the highest standards of integrity, fairness and objectivity.

Human Rights

Striving to be the One Bank that people most value and trust requires operating at the highest ethical standards and upholding the dignity of the individual through every interaction, including those with our customers, employees, communities and shareholders. We support fundamental principles of human rights as set forth in the [United Nations Universal Declaration of Human Rights](#), and the UN Guiding Principles on Business and Human Rights. which is reflected

in our [Human Rights Statement](#), available on our investor relations website.

United Nations Global Compact

WE SUPPORT



In 2022, Fifth Third signed on to the U.N. Global Compact, a voluntary initiative based on CEO commitments to implement universal sustainability principles for human rights, labor, environmental sustainability and anti-corruption.

¹ Fifth Third Securities representatives licensed through the Financial Industry Regulatory Authority have registered agreements that require arbitration of claims.

Public Policy & Government Relations

Fifth Third is subject to government regulation and risks generated by new, complex and evolving legislative and regulatory requirements that impact nearly every aspect of our operations.

As a result, customers, employees and shareholders have a measurable stake in the outcome of certain public policy discussions. To mitigate this risk and work toward favorable outcomes, we participate in the public policy process.

Our government affairs program is designed to give us a coordinated voice in public policy through a partnership between the Government Affairs team and Company leaders.

Fifth Third's advocacy efforts are executed at the local, state and federal level by registered lobbyists. Open disclosure of federal lobbying activity occurs via the U.S. Congress, and disclosure of other lobbying activity is provided to appropriate local and state agencies as required by law.

In accordance with campaign finance laws, the Fifth Third Political Action Committees (PACs) support candidates across party lines at the federal, state, and local levels. They are funded exclusively through voluntary contributions from employees that are eligible. No Company funds are contributed to the PAC. Disclosure of federal PAC activity can be viewed at [fec.gov](https://www.fec.gov) and our website. Disclosure of PAC activity at local and state levels is provided to state election authorities in compliance with applicable law and on our website.

Fifth Third's political contributions are governed by the [Government Affairs Policy](#). The Nominating and Corporate Governance Committee of the Board reviews political contributions semiannually and approves the policy annually. Fifth Third also maintains a Political Activity Policy that ensures the compliance of the Bank and its employees with laws and regulations governing political contributions. Our recent political contributions can be found on the [Corporate Governance](#) page of our [53.com website](https://www.fifththird.com).

Risk Governance

Fifth Third has remained in business since 1858 by effectively balancing risk and return.

We take risks every day delivering products and services to customers and executing our business processes and activities. Therefore, we are responsible for managing these risks effectively to deliver value and performance for all our stakeholders.

Alignment with Our Culture and Values

Our culture and values provide a foundation for supporting sound risk management practices by setting expectations for appropriate conduct and accountability across the organization so we can achieve our ambition to be the One Bank people most value and trust.

Our approach to sound risk management is grounded in each employee living by our values and acting in an ethical and responsible manner as we serve the financial needs of our customers and communities.

Fifth Third's Enterprise and line of business risk management frameworks outline our approach to managing risk in support of our ambition.

Risk Appetite

Fifth Third's risk appetite is established in alignment with our strategic, financial and capital plans. The Board and executive management approve the risk appetite, which is considered in the development of business strategies. The risk appetite is defined using quantitative metrics and qualitative measures to ensure prudent risk-taking and drive balanced decision-making. Our goal is to ensure that aggregate residual risks do not exceed Fifth Third's risk appetite, and that risks we take support our portfolio diversification and profitability objectives.

We are committed to continuously evaluating and enhancing our governance to ensure adherence to our values in the management of these risks.

To mitigate legislative and regulatory risks and work toward favorable outcomes, we participate in the public policy process through our government affairs program.

Risk Management Process

Our risk management process ensures a consistent and comprehensive approach to how we identify, measure and assess, manage, monitor and report risks. We also have established processes and programs to manage and report concentration risks; to ensure robust talent, compensation and performance management; and to aggregate risks across the enterprise.

Fifth Third maintains a risk aggregation and assessment methodology which establishes the processes for monitoring of the risk profile and risk appetite, including material risks. Risks are identified by the first and second lines of defense during routine business activities, including monitoring of internal operations, industry trends and external events. These risks undergo a determination of inherent risk based on a common set of factors used across the enterprise. Mitigation strategy is based on these risk levels. Lower levels of risk may be accepted if within appetite and are periodically monitored. Some risks are transferred through insurance and third-party arrangements. For risks of higher severity and probability, robust controls are in place and periodically evaluated to ensure ongoing effectiveness.



Risk Committees

Fifth Third's risk governance structure ensures proper oversight of risk across the organization. **It provides a path for escalation of risks and issues to management and Board-level committees to drive effective decisions relating to risk.** The Board is responsible for actively overseeing risk-taking activities and holding management accountable for adhering to the risk management framework. The Board delegates certain responsibilities to Board Committees, including the **Risk and Compliance Committee as outlined in our Proxy Statement.** Additional information about these committees is available on our Investor Relations website.

Three Lines of Defense

Accountability for managing risk is driven through a Three Lines of Defense structure:

- 1** The **first line** of defense is comprised of front line business units and enterprise-wide functions, including the Sustainability Office, that create risk or are involved in risk-taking activities and are accountable and responsible for managing risk.
- 2** The **second line** of defense is an independent risk management function focusing on oversight and challenge of first line activities. This function includes areas such as Enterprise and Non-Financial Risk, Model Risk, Capital Markets Risk, Compliance, Credit Risk, Climate Risk, and Credit Risk Review.
- 3** The **third line** of defense is comprised of Internal Audit, which provides independent and objective oversight of the first and second lines of defense.

Customer Privacy & Information Security

Fifth Third is committed to protecting data to maintain our customers' confidence about their financial futures.

Keeping private data secure requires a partnership among various teams at Fifth Third, with Information Security, Data Privacy and Financial Crimes as the key players. Moreover, each Fifth Third employee and contractor understands the role he or she plays in keeping data private. They work diligently to protect data every day through the use of appropriate data sharing services and tools, restriction of access to data, and identification and reporting of potential cyberattacks that attempt to steal data. Protecting customer data is a true team effort focused on mitigating the many evolving threats within the cyber landscape.

At least every two years, Information Security contracts with an independent third-party to assess Fifth Third's Information Security program against NIST SP 800-53 and/or Cyber Security Framework (CSF). **The 2024 assessment determined Fifth Third Bank's cybersecurity processes are integrated, measured and controlled. The Bank is outperforming peers in the Detect**

and Recover domains. This, along with the performance of our key risk indicators and our Gramm-Leach-Bliley Act overall satisfactory control ratings, is evidence of the continued positive momentum of our efforts to protect customer data.



Privacy & Data Security

Fifth Third's privacy and data security controls have been built to meet regulatory requirements, while pursuing ever changing industry best practices and customer expectations. These controls, whether technical solutions or processes, are assessed regularly by industry and governmental experts to ensure they meet the challenge of protecting the privacy of customers and their data. The cyber and regulatory landscape is constantly evolving, as do our dynamic defenses. We have implemented measures to secure customer information from loss or unauthorized access, use, alteration or disclosure. Information is stored on secure servers behind firewalls, and all data transported on our website and mobile applications is encrypted.

In 2024, our Enterprise Identity team won the prestigious CSO Award from Foundry's CSO, which recognizes organizations for security projects and initiatives demonstrating outstanding business value and thought leadership. The accolade highlights our innovative approach to enabling and protecting Fifth Third and our customers.

To help protect information further, Fifth Third requires employees to review and know information security and privacy policies, as well as complete all assigned security and privacy training.

Our privacy policy defines our practices on protecting personal information, from the information we collect, how it is shared, to how customers can choose to limit the sharing of data based on state, federal and international regulations. The policy governs all relevant business lines and subsidiaries.

A significant factor in the success of the Information Security Program relies on third parties with whom we have chosen to partner. These partners assist in our data loss prevention, DDoS, or distributed denial of service, protections, document lifecycle management, cyberattack response services, threat intelligence, endpoint security, secure development and

2024 highlights and accomplishments:



INFORMATION PROTECTION: Continued scanning of target data repositories resulted in over 84.3 million files quarantined for secure destruction.



DETECT AND RESPOND: Strengthened industry collaboration through partnerships with cyber intelligence groups, law enforcement, and peers—leading to the swift dismantling of malicious online assets and intelligence sharing that contributed to threat actor arrests.



IDENTITY AND ACCESS MANAGEMENT: Implemented capabilities for online banking modernization, catering to new-to-bank CD-only customers, and migrating debit cards. This effort strengthened the security framework, ensuring a seamless and secure banking experience for all customers.



ATTACK SURFACE MANAGEMENT PROGRAM: Executed 62 full application penetration (pen) tests, four quarterly external pen tests, and two payment card industry (PCI) pen tests completed by a third party, further securing Fifth Third.

Fifth Third's Master Services Agreement articles outline the expectations of third parties, including, but not limited to:

- What the third party's information security program should include.
- Who needs to review and approve their information security program.
- What safeguards need to be in place.
- How Fifth Third should be notified of a breach.
- How proprietary information should be handled.

more. Plus, we have partnered with HackerOne, the world's largest community of trusted ethical hackers, to further increase our system security. Through their Vulnerability Disclosure Program, these ethical hackers find vulnerabilities on our site and report them to us. This means we're constantly improving so we can continue to keep customer information safe.

As the threat landscape evolves, so does third party risk. Providing appropriate oversight to the Bank's third-parties to reduce risk is critical. Onboarding new third parties requires due diligence to ensure they meet Fifth Third's control requirements.

Fifth Third's Supplier Code of Conduct outlines its expectations that third parties protect all of its data, including Company confidential information, trade secrets and customer information, under applicable privacy, information security, and data protection laws, regulations, and industry standards. In addition to our third party partners, our controls extend to affiliates and subsidiaries. Our Extended Security Program team evaluates acquired entities for security control requirements and adequacy. The Third-Party Management and Third-Party Risk Management teams assist in the development of due diligence surveys, handling of escalated due diligence reviews, and reviews of cyber-related

incidents and threat management. We work with our third parties to ensure they have appropriate information security programs and capabilities in place to protect any data we entrust to them. **Ensuring our third-party partners are doing all they can to protect Fifth Third and our customers is another way we keep the customer at the center of everything we do.**

Sharing information with other significant players in the industry is also a key enabler of what we do. We partner closely with law enforcement agencies, cybersecurity industry leaders, direct peer relationships in other financial institutions and global cyber-intelligence sharing communities, such as Financial Services Information Sharing and Analysis Center (FS-ISAC). We have been a member of FS-ISAC since 2010, some of our team members having held board positions and we often present at their gatherings. We have representation on many communities of interest and have previously won the FS-ISAC Excellence in Sharing Award.

Committed to Privacy

Fifth Third Bank respects our customers' privacy and is committed to protecting it with our privacy policies. Our commitment includes:

- Posting changes to our privacy policy online in a timely manner.
- Notifying impacted customers in a timely manner of any data

breach in which personally identifiable information was exposed.

- Obtaining user data through lawful and transparent means, with consent where required, and using it only for the stated purpose. Refer to the security and privacy policy documents on [53.com](#) for details.
- Clearly identifying the information we collect, use, share and retain. Refer to the security and privacy policy documents on [53.com](#) for details.
- Requiring third parties with whom we share data to comply with Fifth Third's [Supplier Code of Conduct](#).
- Notifying consumers of [Fifth Third Bank's California Consumer Privacy Act and California Privacy Rights Act Notice](#) that provides right of access and deletion of individual's data and that states the Bank will not sell users' data to advertisers or marketing companies.
- Providing to customers a clear and accessible mechanism to raise concerns about data [privacy](#).

Committed to Data Security

Banking online and through our mobile application continues to accelerate. Our diligent focus on our customers' security is a key priority for Fifth Third. In our mobile banking platform we have enabled the following:

- **Biometric Authentication:** 63% of our customers using mobile banking are using advanced biometric authentication capabilities on their mobile phones, giving them a better user experience with enhanced security controls.
- **SmartShield® Security:** This portal is a valuable tool in security protection. It serves as a personal security center, engaging directly with customers to offer options to help keep them safe by providing alerts, login security, awareness of scams and controls to help prevent theft.

Our online banking security tools and processes also include:

- **Encryption:** Fifth Third uses modern encryption standards, including the use of Transport Layer Security, known as TLS, technology, which prevents the unauthorized viewing of customer information during or after their banking sessions.
- **Automatic Time-Out:** If a customer is logged in to Fifth Third online banking and 15 minutes pass with no activity, the session will automatically time

out and the customer is required to log back in.

- **Enhanced Authentication:** Our online services require that customers authenticate their identity using their user ID along with their personal identification number or internet banking password. To prevent fraudulent logins, our technology tracks the risk characteristics of each customer's login session. Depending upon the risk, the customer may be asked to log in from a trusted device, answer security questions, or further authenticate with an additional factor.
- **Digital Certificate:** An electronic fingerprint bonded to the "keys" used to encrypt information transmitted over the internet. Referred to as a digital certificate, this unique identifier substantiates Fifth Third Bank's identity to each customer's browser. Our internet banking, brokerage services and online applications all require browser versions that support TLS encryption technology, frames and JavaScript.

Fifth Third's commitment to data security and privacy are available on [53.com](#).

The Value of Strong Leadership and Governance

- Information security and privacy teams regularly report to senior executive leadership and the Board to ensure everyone is aligned to Fifth Third's priorities and focus.
- The chief information security officer and privacy officer report regularly to the Board or Board committees to keep them abreast of all efforts to prevent, detect and respond to risks.
- The Technology Committee, a committee of the Board, is composed of Board members with extensive technology backgrounds. Its primary purpose is to assist the Board in its oversight of technology and innovation strategies, plans and operations, information, cybersecurity and data privacy risk management, as well as third-party technology risk management.
- An external assessment of our information security program is conducted biennially, complementing our annual GLBA risk assessment and PCI compliance certification.

- Additionally, we maintain an enterprise-wide information protection policy which applies to all Fifth Third information created, received, collected, modified, accessed, used, stored, transmitted or processed, archived, or dispositioned for secure deletion, whether originally sourced in paper, electronic or digital formats, and applies to Fifth Third employees, contractors and Third Party Service Providers.

Our First Line of Defense

Our employees and contractors are a key component in our first line of defense. Keeping them informed and educated helps them to make the right decisions on protecting the information they work with every day. To do this, we have a mature security awareness and education program. **All employees and contractors are required to complete privacy and information security training on an annual basis**, including privacy compliance, information classification and handling, managing information and data, creating a safe cyber environment and business continuity. **In 2024, over 99.7% of all required compliance training modules were completed by employees.**

All information owners are made aware of the expectation to protect data through appropriate retention and defensible deletions once it has reached the end of its lifecycle based on the Corporate Records Retention Schedule. Application owners and managers are required to provide access to data through least privilege and certify that access on an annual basis.

To support Fifth Third's objective of protecting data, the Information Security team has established and maintains a qualified and representative workforce, ensuring that the right people with the right skills are in place to achieve our business goals. To that end, the organization invests heavily in ongoing training and certifications for its team members. This includes technical boot camps as well as online and classroom training and conferences. The inventory of training is extensive, aligns with certification opportunities and is provided via various mediums. 64% of the Information Security organization holds advanced certifications.

Our awareness and education program includes:

- Targeted security awareness training for high-risk audiences.
- Quarterly lunch and learn sessions.
- Monthly simulated phishing exercises.
- Weekly security awareness communications.
- Data Loss Prevention Consequence Program should a user fail to protect data appropriately.
- A variety of activities, including an annual conference, during October's Cybersecurity Awareness Month.
- Additional information security training courses based on role.
- Business Continuity Management.

The Enterprise Resilience Office, comprising the Business Continuity Management (BCM) and Operational Resilience (OR) teams, plays a crucial role in ensuring Fifth Third's ability to withstand and quickly recover from disruptions. By maintaining a robust business continuity program, the office safeguards Fifth Third's operations, protects its assets, and ensures the continuity of critical services. This proactive approach not only minimizes potential risks but also enhances the Company's overall resilience, enabling it to respond effectively to emergencies and maintain trust with clients and stakeholders. Through continuous improvement and strategic planning, the Enterprise Resilience Office ensures that the Bank remains prepared for any unforeseen challenges.

Guided by a board policy that is approved annually, ERO operates as an enterprise-wide program. The program's goal is to enable Fifth Third to effectively prepare for and respond to threats such as natural disasters, man-made events, data breaches, third-party service provider outages, cyberattacks and/or technical outages while employing and actively living out our values.

To enhance Fifth Third's cyber response posture, BCM successfully facilitated a dynamic cyber war game exercise in the first quarter of 2024, engaging executive leadership and board

members. The exercise showcased our robust and effective response capabilities.

In the second quarter, the annual integrated disaster recovery exercise was conducted, testing over 480 applications and over 300 third-party service providers.

Additionally, BCM responded to 48 FEMA individual assistance declarations, including six hurricanes, 40 severe storms/flooding events, and two wildfires. The team coordinated responses to hurricanes Beryl, Helene, and Milton with regional presidents, retail executives, and other leaders, resolving most impacts to Fifth Third facilities and business processes within 24-48 hours. The BCM team also prepared for potential government shutdowns, mitigated by Congress passing continuing resolutions.



Business Continuity Management Lifecycle

The BCM Program functions within an integrated, eight-step lifecycle. The following steps outline the approach that is taken to define, implement, mature and evaluate the BCM program.

Customer at the Center

Empowering our customers and clients to achieve what matters most has been at the heart of what we do since our founding in 1858.

As customer and client needs continue to evolve, we're uniquely positioned to serve them by delivering tailored, digital solutions that meet their on-demand expectations and lifestyles, while providing the human connection and expert guidance that makes for lasting, rewarding relationships.

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Responsible Banking

We are responsible for ensuring that our products and services are accessible to all customers, in all markets, and the right types of responsible products and services are offered.

We strive to act in the best interest of customers by providing reasonably priced products, defining clear terms and disclosures, and offering fair and consistent service. By doing so, we can build lasting customer relationships and meet our responsibility to help customers prosper. This is foundational to everything else that we do.

We strive to act in the best interest of consumers to build lasting relationships and to help them prosper.

Honest Business Practices

Fair lending laws and regulations ensure fair, equitable and non-discriminatory access to credit for consumers without regard to race, ethnicity, color, religion, national origin, sex, age, marital status, sexual orientation, gender identification or assignment, military status, disability, receipt of public assistance, familial status or a consumer's exercise of credit protection rights.

We strive to act in our customers' best interest. Fair and honest business practices are essential to keeping our customers at the center of everything we do.

Unethical business practices are strictly prohibited and, further, are not consistent with our values. We are fully committed to maintaining nonabusive and antipredatory lending practices. Credit decisions are made in accordance with fair lending laws and regulations.

Fifth Third's Community Reinvestment Act and Responsible Banking Committee is responsible for guiding enterprise-wide CRA and responsible conduct strategies and policies. The committee facilitates high-level direction to consumer and commercial lines of business consistent with such strategies and policies. The committee also seeks to promote a corporate culture that supports Fifth Third's commitment to both the letter and spirit of the CRA and other laws and regulations that prohibit behavior and practices that could be deemed unethical, discriminatory or predatory in nature, as well as unfair, deceptive or abusive acts or practices known as UDAAP.

The CRA and Responsible Banking Committee is led by the consumer and business practices senior compliance director and the chief community impact banking officer of Fifth Third. Membership comprises leadership from the lines of business; the legal, risk, and fair lending departments as well as community development representatives. The committee's responsibility is delegated from the Board of Directors, which oversees the committee's actions through the Enterprise Risk Management Committee.

Further, we assert that fair lending and responsible banking compliance is the responsibility of all employees, a message reiterated in the Company's [Code of Business Conduct and Ethics](#), which all employees are required to sign and acknowledge on an annual basis. **In 2024, over 99.8% of employees made this acknowledgment, a requirement that is regularly tested and verified.**

In addition, Fifth Third requires employees and contractors to complete compliance training on an annual basis, including: Complaint Management, Privacy Compliance Basics, Information Lifecycle Governance, Risk Management at 53, Financial Crimes Compliance, Preventing Harassment and Discrimination and Doing the Right Thing, which comprises eight modules. One module, Responsible Banking and Fair Lending Basics, covers Fifth Third's commitment to making financial products and services available to prospective and existing customers on a fair and responsible basis. These courses are required no matter what an employee's role is at Fifth Third. **In 2024, 99.7% of all required compliance training modules were completed by employees.**

Fair Marketing

The mission of our Marketing department is to support customer-centric growth by fully activating Fifth Third's brand. Marketing professionals are motivated by doing what's right for customers and keeping them at the center of all decisions.

Marketing works within our One Bank model, meaning that team members across the organization work together to serve the needs of customers and communities seamlessly and holistically.

The One Bank model works because it builds trust, creates value and deepens relationships. This approach is also employed as we consider sponsorships and advertising.

Product Reviews

Introduction of new products as well as product expansions and modifications are carefully reviewed to ensure compliance with applicable rules and regulations, and customer suitability. Assessments of new products and changes to existing products are reviewed by the risk management committees.

Additionally, we want to ensure that existing products continue to be delivered to customers as intended, designed in accordance with contractual terms and in compliance with applicable laws and regulations. To accomplish that, **we continue our enhanced product risk management practices by implementing a product delivery risk assessment** to oversee the delivery of existing products to customers.

Compliance

All products offered by Fifth Third are reviewed for compliance to align with UDAAP and any applicable consumer protection laws. In addition, Fifth Third may engage third party experts to ensure that our products fulfill our promise to put the customer at the center.

Compliance officers are involved in the development of products, the approval of marketing materials and campaigns, and oversight of marketing processes and procedures. Compliance officers ensure that information within advertising is prominent, easy to understand, placed where the customer would expect to find it and true.

Fifth Third has implemented a **Consumer and Business Practices Compliance Policy**, which requires compliance with various laws, regulations and regulatory guidance that seek to ensure fair, transparent and equitable treatment of all Fifth Third customers, including prospective customers. An enterprise-wide **Consumer and Business Practices Compliance Program** governed by the Compliance Risk Management framework outlines Fifth Third's commitment to meeting both the letter and spirit of laws that encourage ethical, fair and consistent conduct, including prohibitions against discrimination, predatory lending or engagement in any acts or practices that would be deemed unfair, deceptive or abusive.

This program applies to all Fifth Third lines of business and functional areas that engage in consumer and business banking products and services. Moreover, this program applies to all phases of the customer relationship from product design, pricing and compensation, and marketing and advertising to account origination, fulfillment, servicing and account closure or disposition.

Sales and Service

Our approach to sales and service is to take the time to understand what matters to customers and to build products or service solutions that help them meet their goals in their channel of choice. This is the essence of what keeping the customer at the center means at Fifth Third. **This consultative approach ensures we are meeting customers' needs as they evolve and change.**

Employees in every sales role participate in consultative-focused training, providing guidance on how to have robust customer conversations and how to offer needs-based solutions. Additionally, specialized learning is based on department and role. Periodic performance reviews and check-ins with managers enable feedback and professional development.

Compensation

To support our consultative sales and service approach, our compensation and goal structure is centered on providing the best solutions for our customers. **We align our employee incentives with industry best practices and do not impose sales quotas or product specific goals, nor do we require customers to open a certain number of accounts.**

Approximately 90% of a retail employee's compensation is base salary. Of the remaining amount, only a small percentage is based on sales performance related to customer experience and revenue targets. Most important, sales performance metrics prioritize quality over quantity.

Our approach to sales and service is to take the time to understand what matters to customers and to build solutions that help them meet their goals.

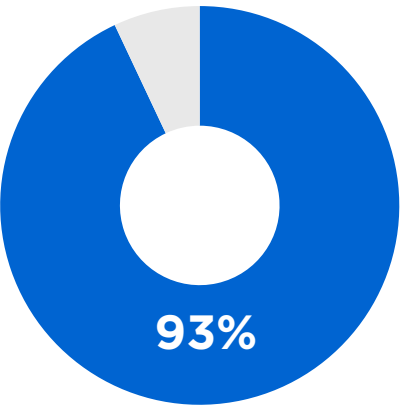
Customer Insights

Understanding our customers is important to us. We use multiple data sources to understand our customers and their experiences, analyze the feedback and improve with the customer in mind.

Consumer voice of customer feedback is received through a wide array of verbal and written channels, including retail banking center, mobile app, online banking, contact center and social media. We also complete a monthly Consumer Bank relationship study to understand customer experience, brand and reputation. These feedback channels provide insight into overall satisfaction and net promoter score, which is an indicator of customer loyalty. Our results for these measures remained high and consistent throughout the year.

93% of consumers share that they are satisfied with their retail branch experience, a result that we’ve maintained for the last five years.

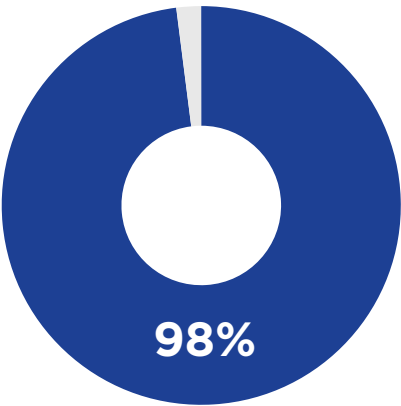
Retail Branch Satisfaction



Commercial voice of customer feedback is received through customer service channels as well as via a relationship study that is fielded twice per year. This study provides insights into the customer’s satisfaction with their relationship manager as well as with the bank in general. For years, the Commercial Bank has focused intently on improving the skills and knowledge of the relationship manager. These efforts have resulted in outstanding relationship manager customer satisfaction scores.

Commercial customer satisfaction with their relationship manager has increased year over year for the past three years with 98% of customers satisfied with their relationship manager in 2024.

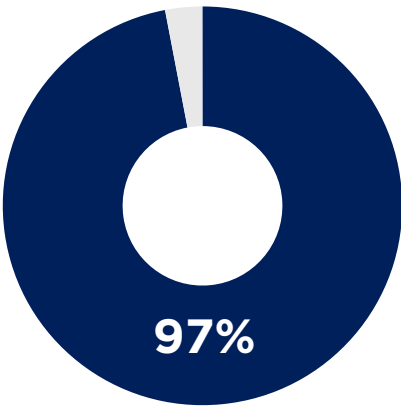
Commercial Relationship Manager Satisfaction



Feedback is also requested from our Private Bank customers via a relationship study. Results include customer feedback on the Private Bank advisor as well as with the Bank.

97% of Private Bank customers were satisfied with Fifth Third in 2024, up for the second straight year and up from 94% in 2022.

Private Bank Satisfaction



While our customer satisfaction scores are high for all lines of business, we are constantly looking for ways to improve. Customer satisfaction results are an indicator of how well our products and services meet the needs of our customers. Results are leveraged to understand market-by-market best practices and improvement opportunities, as well as how our employees, products and services are meeting the needs of our customers. The lines of business partner with the customer experience team to prioritize and execute the improvements identified.

Customer care teams, including the Office of the President, keep our customers at the center by treating them with kindness, being consistent and providing timely resolution.

This focus on customer care drives business results.

Complaints can be an early indicator of areas of weakness in Fifth Third’s training program, product design and internal controls.

To ensure we are providing the best products, services and support for our customers, Fifth Third has a robust complaint management program that is governed by an independent customer experience team separate from our customer care teams.

The complaint management program contains the following elements:

- **Governance**, including our Complaint Management Policy and Framework. Governance includes ensuring that the complaint management system is designed to enable proper complaint capture, routing and resolution. It also includes annual compliance training for every employee and an annual review of procedures for all teams involved in the complaint management process. If gaps are identified, teams are retrained and future adherence to policy and procedures is monitored.
- **Education**, focusing on complaint identification, capture, resolution and escalation.

Every employee completes a required training course annually on how to identify and capture a complaint. Complaints are automatically routed to our customer care teams for resolution.

Complaints referencing the principles of UDAAP, Federal Housing Administration (FHA) and Equal Credit Opportunity Act (ECOA) are reviewed by Compliance.

Complaints referencing employee behavior, including reports that an employee has acted in an unethical or an egregiously

unprofessional manner—including opening an account without authorization—are handled by Bank Protection.

Compliance, Legal, Human Resources, Financial Crimes and other subject matter expert teams are engaged as needed.

Sources of complaints include state and federal regulatory agencies, consumer agencies, senior management, social media, online banking, third party service providers, board of directors, Fifth Third customers and consumers who may not have accounts with Fifth Third.

- **Socialization**, through recurring line of business complaint dashboards and executive updates.

Leaders and employees from all lines of business participate in monthly complaint reviews. Trending by complaint type per opportunity is reviewed to ensure understanding of where additional focus and root cause analysis is required.

The Customer Experience team also presents complaint trending and associated actions to Compliance, Legal, Risk and regulators.

Additionally, Compliance reports regulatory trends and systemic issues with a regulatory impact to the Management Compliance Committee, Community Reinvestment Act & Responsible Banking Committee and the Risk and Compliance Committee quarterly.

- **Prevention**, including a root cause analysis program focused on identifying the issue, impact, conclusions and potential solutions.

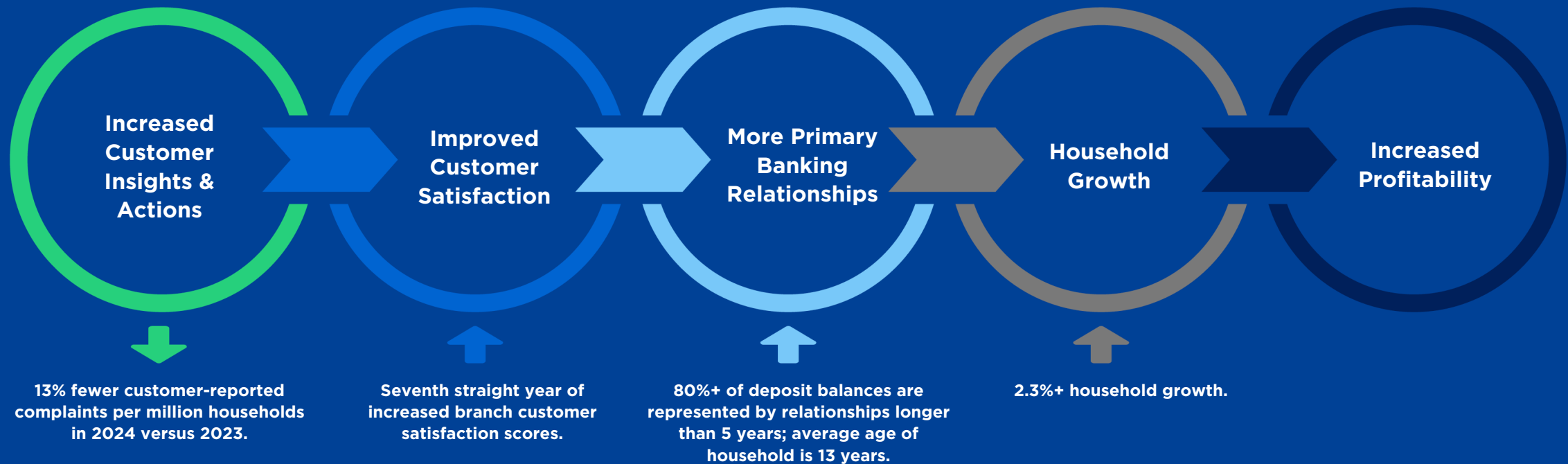
The Customer Experience team sets control limits for each complaint type. Together with line of business partners, root cause analysis is completed on complaint types trending

outside of control limits. This analysis includes the identification, execution and future monitoring of improvements and their impact on the customer.

The Management Compliance Committee provides oversight of the complaint management program with executive updates provided in risk review meetings.

Our intense focus on the customer experience and complaint issue elimination has resulted in customers' reporting 13% fewer complaints in 2024 than in 2023, while households grew 2.3% during the same time period.

Customer-focused actions improve customer satisfaction and drive business results



Innovative and Inclusive Products

Fifth Third has built a strong foundation of outstanding customer service that we pair with innovative and inclusive products and services to help our customers achieve their financial goals.

We are pleased to offer the features and innovation of a digital-first bank with the security, reliability and local presence of a 167-year-old institution that is committed to our communities.

In October 2024, Fifth Third was named to the Forbes' Best Customer Service 2025 List for the second consecutive year. The survey rated more than 3,000 brands on four aspects of customer service: people, speed, services and resolution.



Branch Expansion Strategy

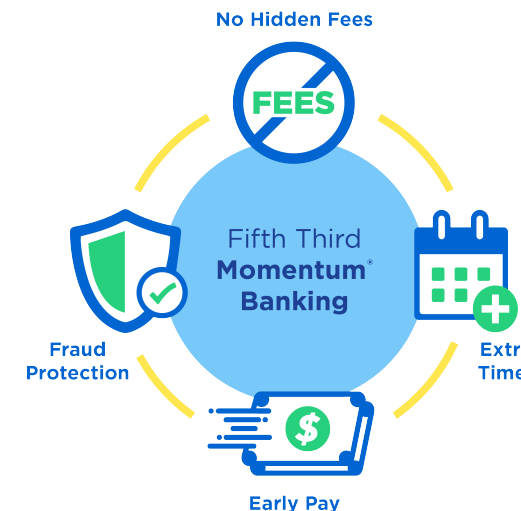
Fifth Third plans to expand our retail branch footprint by opening more than 200 branches over the next four years, primarily in fast-growing Southeast markets. To accomplish this, we have created the infrastructure—inclusive of digital and physical components—to create a differentiated customer experience that fosters deep banking relationships and drives sustainable organic growth.

Fifth Third developed a Market Strength Index (MSI) to identify new cities to add to our network. We also developed a geospatial heat map that identifies attractive areas to explore for branch sites in prioritized cities. Fifth Third's application of geospatial sciences is highly regarded in the industry and in 2018 the Bank won a Special Achievement in GIS (SAG) Award from Esri.

Our innovative branch design also is critical to the customer experience. We redesigned our branches to better meet how consumers want to bank today. Fifth Third's new financial centers enable deeper, more meaningful conversations between customers and bankers: each branch features a welcoming open concept layout and localized design elements that invite warmer, more memorable conversations. Traditional transaction space has been greatly reduced and replaced with modular meeting and seating areas that offer adjustable layers of privacy.

Fifth Third Momentum® Banking

More than two million customers use Fifth Third Momentum Banking to accomplish everyday banking tasks and enhance their financial wellness and security. **It is an award-winning innovative banking solution that utilizes the best financial technology available to deliver customers faster, easier and more secure access to their money.**



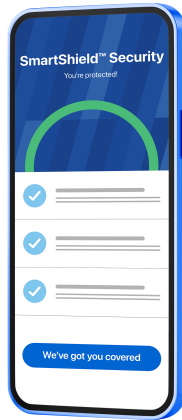
Fifth Third Momentum Banking Features

- The **Early Pay**® feature gives customers access to their paychecks up to two days early at no cost. Fifth Third pioneered two-day early payments in 2021 and was one of the first banks to enable early payments for gig workers and many government and retirement benefits recipients in 2022. In 2023, Fifth Third was one of the first banks to offer tax refunds up to five days early. In

2024, nearly 900,000 customer accounts have received their pay up to two days earlier with \$37 billion in paychecks deposited early.

- **Extra Time**® gives customers additional time to make a deposit and avoid overdraft fees, up until midnight ET the following business day. This feature helped customers avoid \$68 million of overdraft fees in 2024.
- **MyAdvance**® allows customers to advance funds against future qualified direct deposits, starting the month after direct deposit is established. We believe this is a more responsible and less expensive option for consumers than check-cashing facilities.
- **Smart Savings** allows customers to create goals through the Fifth Third mobile app to save small amounts of money automatically. With this product, customers were able to save \$33.3 million in 2024 with automatic transfers from their checking to their savings accounts.
- **Immediate Funds** gives customers instant availability of check deposits (a small fee is incurred).
- **Mobile Banking App.** Our Mobile Banking App is a cloud-first application that provides a best-in-class user experience. The app's modern architecture enables us to bring new features and functionalities, including real-time money management, check deposits, payments, card lock and unlock, and account alerts, to customers quickly, providing additional agility to Fifth Third's digital offerings.

SmartShield™ Security



We are committed to protecting the data and reputation of all Fifth Third customers. SmartShield™ Security is a complimentary dashboard that is included with every account. It encompasses enhanced security for all of Fifth Third's customers.

SmartShield™ Security includes:

Threat blocking: Prevents unauthorized account access with two-factor identification, biometric logins and custom encryption.

Live support: Connects customers with a human agent to answer questions or resolve any issues.

- Smart alerts: Customers receive immediate risk alerts and paths to resolution.
- Trends and monitoring: Customers can stay one step ahead of fraudsters with the latest threat trends and monitoring.
- In-app assessment of customers' security level and preparedness.

Inclusive Products

Financial products available at Fifth Third are designed to be inclusive so that we can best serve all community members.

Fifth Third Express Banking®

Fifth Third Express Banking® gives customers who are not typically eligible for a checking account the convenience and security of a banking relationship.



Fifth Third Express Banking® provides all the advantages of a secure, easy-to-access bank account, with built-in safeguards for customers to manage their funds.

Express Banking is Bank On certified by the



Cities for Financial Empowerment Fund. To be certified, an account must meet or exceed the Bank On National Account Standards, which were developed to ensure expanded access to safe and appropriate financial products and services to the nearly 36 million people in the United States outside of the mainstream financial system. National Bank On standards require that accounts be low cost and have no overdraft features.

Features include:

- Low, \$5 monthly service fee.
- No overdraft fees.
- No minimum balance.
- Access to eligible payroll direct deposits up to two days early with free Early Pay.
- Debit card.
- Complimentary check cashing.
- Immediate access to funds.
- Complimentary money orders.
- Unrestricted branch access and telephone banking.
- Online and mobile banking, and banking alerts.
- Electronic and paper statements.
- 24/7 banking support .
- FDIC insured.

Military Checking and Banking

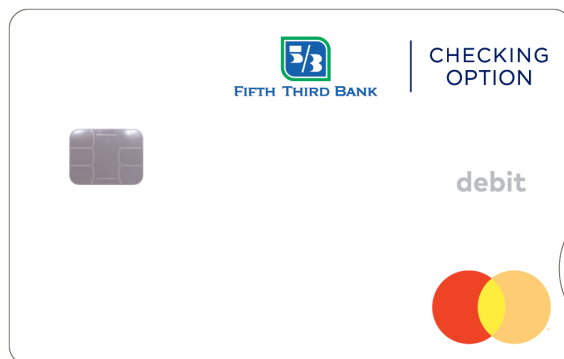
Fifth Third's Military Checking and Banking program is inclusive of all current and former U.S. military members, all of whom deserve extra recognition for their service.

Key benefits include all of the great features and benefits of Momentum Banking, plus:

- Special VA Home Loan rates.
- 10 free non-Fifth Third ATM transactions per month.
- Dedicated 24/7 Military Banking Team support.

Active duty service members may also be eligible for the Service Members Civil Relief Act, a federal law that provides a range of relief to active duty service members (individual state laws may also apply). The law's purpose is to provide certain loan relief so that military members can focus their full attention on their military responsibilities without adverse consequences for them or their families. This relief can include a 6% interest rate cap, foreclosure/repossession protection and fee protection.

ABLE Accounts

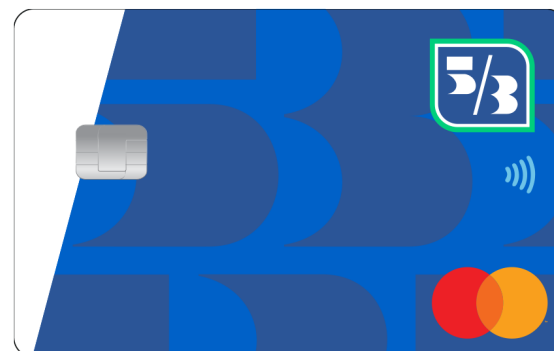


Achieving a Better Life Experience, or ABLE, accounts are state-sponsored savings and investment accounts that allow individuals with disabilities and their families to save and invest private assets for disability-related expenses without losing, or losing access to, federal means-tested benefits, such as Supplemental Security Income, Medicaid, HUD, SNAP and other benefits. Fifth Third was the first bank to design a checking account for the ABLE program and has been offering the product for six years.

Key benefits of ABLE accounts include:


- Debit card.
- Unlimited check writing.
- No overdraft or nonsufficient funds fees.
- Balances earn interest.
- FDIC insurance up to the maximum amount permitted by law.
- Tax advantages: Pay no taxes on interest earned or on withdrawals used for qualified expenses.
- Online and mobile banking.
- Fifth Third Instant Alerts.
- Monthly paper or online statement options.
- Access to a nationwide network of fee-free ATMs.

The Fifth Third Secured Card



The Fifth Third Secured Card is a credit card designed to help customers build or rebuild their credit through responsible use like making on time payments and not exceeding the credit limit. It is secured by a minimum \$300 refundable security deposit placed into a Fifth Third Momentum® Savings account—the deposit will be the customer credit limit.

Additional benefits include:

- Important account information is shared with the three major credit bureaus.
- Contactless. 
- [More Information.](#)

Affordable and Special Purpose Credit Programs

Homeownership is a powerful tool for families to build generational wealth. To make homeownership accessible to as many people as possible, Fifth Third offers a suite of special credit programs, including the 53 Community Mortgage special purpose credit product.

Fifth Third has invested \$2 million into assistance through our SPCPs and helped over 630 families access homeownership since 2023.

Affordable Housing Products

Fifth Third has increased its approved down payment and closing cost assistance programs from 228 to 258. This growth supports broader access to homeownership by reducing upfront financial barriers for low- and moderate-income borrowers and first-time homebuyers.

We also expanded our participation in state-level affordable housing programs, including those offered by Indiana, Tennessee, Florida, North Carolina and Ohio.

53 Community SPCP

Launched in 2023, Fifth Third's 53 Community Special Purpose Credit Program is designed to remove affordability barriers and increase access to homeownership, including for economically-disadvantaged communities.

The 53 Community SPCP is for first-time homebuyers that:

- Do not qualify for any other bank-offered first mortgage product.
- Income is at or below 140% AMI (as defined by the FFIEC).
- Reside in a LMI census tract within Fifth Third's Consumer Bank footprint.

Fifth Third's SPCP features include:

- No minimum down payment.
- No private mortgage insurance or PMI.
- Reduced lender fees.
- Down payment assistance of up to \$5,300.

Technological Innovation

Fifth Third's SPCP stands out due to our innovative use of technology and rapid implementation. To support the launch and building of our SPCP, Fifth Third leveraged advanced mortgage intelligence software from iEmergent to forecast market trends and understand future demands. This tool helps us to analyze data to enhance our go-to-market strategy and ensure we meet the needs of lower income communities and people.

Specifically, our program addresses unique challenges faced by underserved families. Fifth Third noted that the traditional Area Median Income (AMI) limits used to evaluate eligibility for SPCPs needed to be raised. Fifth Third found that many

underserved families in high-need and high-opportunities faced housing affordability challenges even when their income was above the AMI. Traditional AMI does not account for challenges like heavy student loan debt. In defining the service area of its SPCPs, Fifth Third determined it would be more effective to offer assistance based on the homebuyer's current address rather than the subject property address. In this way, Fifth Third can assist at-need homebuyers regardless of where they intend to move.

Fifth Third also recognized that closing costs are a persistent barrier to homeownership, particularly on FHA loans. By strategically adjusting our SPCPs to waive costs for first-time homebuyers, we have increased access to homeownership.

Community Outreach, Education and Access

Fifth Third has made our affordable housing and SPCPs easy to understand through a series of events and extensive community outreach. Fifth Third activates a wide-range of community-facing events that are designed to bring industry partners together and provide meaningful education and help to potential first-time homebuyers.

We partner with organizations like Freddie Mac and Fannie Mae to train real estate professionals in our markets, ensuring that they are well-versed in the program's details. This training helps educate the market and ensures that they can act as trusted advisors, guiding consumers through the process.

We also utilize a down payment resource portal to maximize the assistance programs available to our clients.



With the Tampa Bay Partnership and the Tampa Bay Buccaneers, Fifth Third brought Freddie Mac, Fannie Mae, CDC of Tampa, Habitat for Humanity, the City of Tampa, United Way, Florida Blue, and other lenders together for a special family-friendly housing event in 2024. Adults learned about budgeting, down payment assistance and other home buying resources, while kids had fun in the stadium. The event offered direct access to local real estate agents, mortgage loan officers and developers.

Human Capital Management

Our employees are and have always been a vital part of our success and the foundation for our future. They are the pivotal force behind our ability to build great relationships, deliver innovative solutions, and sustain long-term growth and value for all we serve. Their individual and collective contributions and their commitment drive our ambition to be the One Bank people most value and trust.

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Employee Listening Strategy

Our continuous listening strategy provides a holistic view and valuable insights into the full employee experience and lifecycle, which are essential to making informed decisions and driving positive change.

To collect, measure, track and respond to employee feedback regularly, we use a variety of tools, including Company-wide employee experience surveys, pulse surveys, onboarding and exit surveys, CEO listening sessions, as well as town halls and other events facilitated by senior leadership throughout the year.

In 2024, we evolved our strategy to measure and monitor employee sentiment twice a year using our Employee Experience Key Performance Indicators (KPIs). Our surveys were conducted in May and October.

The increased frequency allows us to identify key themes, better understand employee perspectives on timely topics, ensure more frequent two-way dialogue and continuously learn from employees. This approach also ensures that leaders remain aware of the evolving needs and insights of employees, allowing for timely and effective decision making and actions.

Focus topics in the surveys included career growth and development and recognition and open and honest communication.

Our onboarding and exit surveys also provide us with insights into the employee experience.

As we continue to sustain our commitment to ethics and integrity, a 10-question employee pulse survey was conducted in December 2024.

Highlights from the May and October 2024 employee experience surveys include:

- Results have remained consistent with past surveys, with **three out of four employees saying they have a positive employee experience.**
- **90%** of employees believe their experience at Fifth Third is either **meeting or exceeding expectations.**
- **Three out of four** employees continue to feel **engaged, included, and intend to stay** at least three years.
- **Four out of five employees** continue to have **trusted relationships** and feel they can be themselves at work.
- **Three out of four employees** said they regularly take action to **further their careers** and take advantage of learning opportunities.
- **Three out of four employees** felt they received **meaningful recognition**, and results indicated that informal recognition practices – such as verbal or written recognition from peers and managers – are highly motivational.
- Employees also reported that **communication with their managers and within their teams is open and honest.**

Employee Development

Fifth Third's learning and development strategy ensures that employees have the skills they need to build fulfilling careers through continuous learning that is accessible, personalized, collaborative and focused on fueling performance and career mobility.

Career Mobility

We recognize that our success is intrinsically linked to the continuous growth and development of our employees. We have invested heavily in our employees to ensure they have the skills and knowledge they need to thrive in a rapidly evolving industry and are well-equipped to meet future challenges.

In response to employee feedback, **Fifth Third focused on educating employees about career mobility with enhanced tools and access to the skill-building, experiences, and resources that support internal career exploration.** The initiative enhances the employee experience and mobility opportunities while also improving performance and talent management processes and integrating opportunities for employees to acquire new skills.

Two new career exploration and development tools—**Career Hub** and **Opportunity Graph**—launched in 2024 to ensure that we continue to encourage career growth regardless of an individual's career stage.

Career Hub is a personalized, one-stop shop for all career and development tools at Fifth Third. It contains access to tools that help employees build skills, create a career profile and plan, and track all of their development activities in one place. Career Hub also suggests other employees to consider connecting with based on skills, skill interest and job interests.

Opportunity Graph helps employees easily identify and add job interests, locate open positions by role and view employees currently in those roles. It also provides information regarding next roles from an employee's current role.

These enhanced resources complemented Fifth Third's **Find Your Next Career** online tool, launched in October 2023, that helps employees explore their career aspirations and opportunities.

The tool emphasizes that career paths are as unique as each individual and encourages employees to take steps to build a career development plan, expand their network, leverage other learning and development tools, and refine development goals.

Developing Our People

Fifth Third employees are encouraged and empowered to invest in their careers through a portfolio of training and development programs ranging from career planning to on-demand learning resources. In turn, we continue to invest in building a strong talent pipeline through hiring, career-path development and learning resources that level the playing field and position employees for upward mobility and sustainable success.

In 2024, several new initiatives were introduced, including a comprehensive onboarding program for new managers, a program for high-performing senior leaders, a digital-first core curricula across all of our college graduate leadership development programs, and several new offerings aimed at developing the professional and leadership skills necessary to build a strong pipeline of leaders.

Building Leaders for Today and the Future

To ensure we are building leaders for today and the future, Fifth Third launched two programs in 2024.

Leading the Way @ Fifth Third: An Essential Guide to Your First 53 Weeks provides a consistent and centralized onboarding approach to support managers in their first year at Fifth Third. The program addresses Fifth Third's human capital processes for career development and performance management. It also guides managers on how to coach and support their employees through the employee lifecycle.

2024 Learning and Development Highlights

- In 2024, employees engaged in 255,000+ hours of discretionary learning.
- Fifth Third leaders engaged in 2,800 different development offerings.
- Fifth Third's commitment to compliance and risk management also remains strong, with all employees and contingent workers completing more than 475,000 course hours.

We also introduced **ULead: Fuel the Leader Within** in January 2025, a portal that helps employees develop leadership skills to succeed in their current role, while preparing them for the next.

Business leaders provided insights on the skills necessary to drive future organizational success. Employee skill interests were also gathered via surveys through Fifth Third's learning and development platform, Degreed. Employees shared the skills they were interested in and wanted to develop. Additionally, data around skills listed in Career Hub was also factored into the development of the portal.



The ULead portal features:

- Access to leadership and professional development for all employees, including individual contributors, and focuses on critical skills that align with Fifth Third's values.
- Skill development across various leadership roles with content tailored to match how employees lead creating a consistent and scalable way to develop across Fifth Third.
- New and existing skill-based leadership and professional development solutions.

Fifth Third also launched **Advancing Senior Leaders** to senior vice presidents across the organization to build an enterprise leadership pipeline. The 12- to 15-month program provides a mix of education, experiential and functional trainings, networking events and individual and cohort coaching conversations.

Leaders connect quarterly to enhance skills, deepen their strategic knowledge of the enterprise, strengthen their internal network, and broaden exposure with Fifth Third executives. They also develop a plan that focuses on addressing their knowledge gaps, and honing their leadership style, unique strengths and challenges.

We continued to enhance our key development courses in 2024:

Change Leadership for senior and executive leaders to drive and sustain transformative change within the organization.

Coaching at Fifth Third: Challenging Your Coaching Mindset for all employees to focus on scenarios that explore moments where the skills of coaching for performance and giving feedback are important.

Problem Solving for all employees to learn how to define a problem, scope issues related to the problem, generate potential solutions, then analyze and select the best possible solution.

Decision Making for all employees to learn to make better, faster, and more effective decisions using data.

Emotional Intelligence for all employees to engage in real-time practical applications, reflective exercises and role-based scenarios that conclude with a personalized development plan. Topics include improving self-awareness and self-management as well as building relationship management skills and how to positively influence others.

Compliance Training

Fifth Third's commitment to compliance and risk management remains strong, with all employees and contingent workers completing **more than 475,000 course hours** that reinforce our values and accountability standards. A set of courses launches each quarter, and employees are allotted time to complete them during working hours. **In 2024, 99.7% of employees completed all required compliance training modules which included:**

- Code of Conduct and Ethics.
- Complaint Management.
- Compliance Acknowledgement.
- Doing the Right Thing.
- Financial Crimes.
- Information Protection.
- Preventing Harassment and Discrimination.
- Privacy Compliance Basics.
- Risk Management.

Compliance officers and executives of each line of business approve all training specific to an employee's role. In addition, Fifth Third requires job-specific courses to ensure employees are well-equipped to perform their jobs.

Continuing to Fuel Our Future

Degreed is our online centralized portal for learning and development, empowering every employee to take charge of their professional growth. It offers a wide range of resources, enabling employees to identify and choose the skills they want to help enhance their careers and achieve their goals.

In 2024, the learning and development team continued to use Degreed to deliver courses and content that supported employees in building new skills, strengthening existing capabilities and exploring emerging trends to drive career growth. **Usage of the platform grew by 10% in 2024.**

Cultivating Talent, Supporting Success



From left to right: Jen Baker, author and guest speaker Gorick Ng and Deanna Heiden Gambrell.

For over 30 years, Fifth Third has advocated for early career support for individuals seeking careers in financial services. Fifth Third provides early career opportunities for professionals who are new

to the industry, students, and recent graduates. **The opportunities include both direct-hire roles and six Leadership Programs.**

The programs are Audit, Commercial/Credit, Finance & Accounting, IT, Regional Middle Market and Risk.

Leadership Program participants complete multiple rotations in their assigned line of business to gain exposure to different roles and responsibilities.



2024 Leadership Program participants.

In 2024, Leadership Program participants were introduced to **LaunchPoint**, a new development program that provides experiences designed to build a foundational understanding of banking and Fifth Third's culture, and to develop core, transferable skills essential to current and future success. These experiences help Leadership Program participants establish strong cohort relationships beyond their rotational assignments.

LaunchPoint provides opportunities for exposure and connection through in-person signature events and cohort projects.

Events and projects included using Generative AI to recommend ideas for new social media campaigns, a panel discussion with Enterprise leaders, a focus on wellness, using problem-solving skills and learning more about the challenges facing the banking industry.

Leadership Program participants take part in a capstone project which fuels collaboration among the cohort. The project culminates in a final presentation to Leadership Program peers and line of business leaders. **In 2024, Leadership Program participants focused on enterprise risk management to increase their awareness of risk issues impacting the banking industry** and strengthen transferable skills, including project management, critical thinking, and executive presentation.

Education Assistance Program

Fifth Third encourages employees to enroll in outside education programs to broaden their knowledge, and to encourage career development. We provide assistance for external education, through tuition reimbursement to full-and part-time employees of up to \$5,250 and \$2,500, respectively, per calendar year.

In 2024, Fifth Third paid \$866,272 in tuition reimbursement. Additionally, relationships with Western Governors University and the University of Phoenix offer employees discounted tuition rates as they work toward their degrees. In early 2025, Fifth Third added Xavier University to its list of university partners.

Recruiting Talent

Our Talent Acquisition teams dedicate themselves to building strong talent pipelines that inspire individuals to pursue meaningful careers at Fifth Third.

We strive to provide all candidates with an exceptional hiring and onboarding experience by continuously refining our hiring and employment screening processes to facilitate the swift and efficient onboarding of new hires. We also monitor metrics like candidate experience, candidate pipeline strength, new hire turnover and retention rates to help our hiring leaders in the decision-making process for future recruitment and retention initiatives.

In 2024, we further promoted our employee value proposition using various recruiting channels including LinkedIn and Handshake. We also enhanced our recruiting messages and onboarding tools including our welcome kit.

We continue to **enhance relationships with universities and organizations to attract top talent.** Creating and developing an inclusive workforce is important to Fifth Third's business growth, leading to enhanced innovation while focusing on the needs of our customers.

Our strategy also emphasizes internships and long-term employment through various early career roles that provide a talent pipeline for professional roles across the organization.

Early Career/University Relations



Fifth Third's University Relations team participates in numerous career fairs and other events throughout the year.

We expanded our reach by engaging with hundreds of students through workshops, information and listening sessions, professional development panels and a financial wellness series.

Additionally, in 2024, we deepened our recruiting efforts to continue strengthening our relationships and talent pipeline in these key markets, which includes: Cincinnati, Charlotte and Chicago.

For the fourth consecutive year, Fifth Third offered its **One Bank Summer Experience**, a 10-week program designed for college students to take on meaningful projects, learn about the banking industry, develop professional skills and experience Fifth Third's culture. The One Bank Summer Experience involved over 100 interns across 15 different departments, with participants working side-by-side with managers and teammates.

Interns are provided an onsite experience to benefit from informal learning and connection with their teams and each other.

The internship also features executive speakers, social and service events, and professional development opportunities. Internship programming outside of the day-to-day assignments has traditionally focused on cross-functional projects and exposure to leaders across the organization. Based on 2023 intern feedback, the 2024 experience was enhanced to also provide personalized, small group events in the interns' assigned line of business.

In addition, our Early Career Extern program, established in 2023, provided more experiential learning opportunities for students in their first or second year of college, giving them similar opportunities that we offer juniors and seniors who participate in the One Bank Summer Experience program.

Other University Relations highlights include:

- 225 events, including career fairs, early identification events, student-led conferences, networking events, professional development workshops and guest lecturer opportunities.
- Filled 124 Co-Op, Extern, Internship positions, and 92 full-time positions.
- Relocation Assistance stipend for summer interns to assist with relocation expenses.



Fifth Third held inaugural in-person early identification events in Cincinnati, Ohio and Charlotte, North Carolina. The events introduce candidates to potential internships and careers in investment banking and capital markets. Participants experienced panel discussions involving professionals who discussed their experiences and career paths, workshops, and a case competition.

Our seasonal intern role conversion rate to full-time was 76%, up 1% from 2024.¹ Over 80% of 2024 intern and Co-Op hires accepted a full-time offer for 2025.

¹ number of interns who accepted a full-time offer to total number of eligible interns.

Volunteer Engagement

Fifth Third's rich legacy of hands-on employee volunteerism is a testament to our commitment to improve the lives of others. Our employees proudly serve and support causes and nonprofit partners they care deeply about.

Using Fifth Third's volunteer paid time policy, employees support everything from cleaning up parks, serving on boards, mentoring students, helping the underserved and supporting Fifth Third's eBus activities. Volunteer hours are tracked through the company's Fifth Third Serves website.

In 2024, Fifth Third employees logged 110,708 total volunteer hours in Fifth Third Serves. 32% of Fifth Third employees volunteered.

Our annual Fifth Third Day, which has been celebrated on May 3 for over 30 years, is the single and largest volunteer campaign open to all employees. On Fifth Third Day and throughout the month of May, employees are encouraged to volunteer and donate to fight food insecurity in the communities where they live and work.

For 2024's Fifth Third Day, Fifth Third and its employees **contributed 10.3 million meals across its footprint through a combination of volunteerism, donations and fundraising efforts. Employees volunteered over 8,000 hours supporting 140 organizations and**

donated over \$678,000 to local communities.

Fifth Third also launched a **53 Days of Service** campaign to encourage employees to volunteer in their communities. The campaign ran from Oct. 15 to Dec. 6. Employees were encouraged to use their volunteer paid time away and to use the Fifth Third Serves website to find local community service opportunities based on specific interests and location. **Employees logged over 30,000 hours during our 53 Days of Service.**

During its annual United Way campaign, Fifth Third hosted a "Day at the Bank" in its Cincinnati, Chicago, Charlotte and West Michigan regions. **Over 123 employees volunteered over 400 total hours during the events.** Over 275 students from five schools were treated to tours of our facilities, conversations with key leaders and employees and participation in interactive financial literacy activities.



Fifth Third Day-Tennessee team

Business Resource Groups

Fifth Third operates 13 inclusion councils and 65 regional Business Resource Groups with nine virtual Enterprise BRGs. The

Enterprise BRGs enable all employees to participate regardless of their work location —greatly expanding access for employees who work outside of our core Consumer Bank footprint. More than 5,300 Fifth Third employees participate in one or more of our BRGs.

Our BRGs connect thousands of employees and offer an outlet for community outreach and volunteerism. They also provide a forum to foster business innovation. Our BRGs help us to better serve our customers, build stronger communities and collaborate with fellow employees to be the One Bank people most value and trust. BRG membership is open to all employees, and employees can join any BRG they wish.

Performance Management

In 2024, Fifth Third continued delivering its performance management practices to help employees succeed in their current role while also exploring career interests for the future.

Our practices are designed to:

- Help employees understand how their individual performance and team goals are aligned with the Company's broader strategic priorities as well as their demonstration of Fifth Third's values.

- Provide clear expectations and measurable objectives.
- Foster transparency and trust through ongoing dialogue between managers and employees.
- Encourage employees to consider where they want to be in the future, and to be intentional about the experiences, exposure to others and educational opportunities that will help them achieve their goals.

We believe engaging in regular performance and development conversations is critical to ensure employees understand expectations, share the value and impact of their contributions, and focus on their growth and potential.

To support ongoing performance and development conversations, managers have regular business reviews to monitor progress and discuss performance priorities ensuring strong performance and results. At year-end, individual performance is evaluated on both what and how results are achieved, including ensuring accountability and managing risk.

Our philosophy is that performance conversations are distinct from development conversations and there is greater benefit for these types of conversations to occur at different, dedicated times throughout the year.

For development conversations, **employees are encouraged to use our development planning tools** to think broadly about their development plan to grow their career.

While managers drive many elements of these practices, we encourage employees to take an active role in engaging in performance and development conversations throughout the year.

Talent Management

Our formal talent management process, facilitated by the Human Capital team, includes an annual talent review and periodic updates. We analyze strategic business objectives and needs and the talent necessary to achieve our goals. We assess employee potential, determine depth of talent, identify capability gaps and create targeted development actions.

When it comes to talent management, our intentions are to:

- Identify employees with greater potential so that we can provide targeted development that fills talent gaps.
- Hold managers accountable for providing ongoing feedback, coaching and development.
- Provide targeted feedback to accelerate our employees' development and deepen their engagement.
- Strive to equip employees with transferable skills for business needs and to provide developmental experiences.
- Ensure a pipeline of capable leaders who can meet short- and long-term business needs and minimize the risk from vacancies in critical roles.



An additional benefit includes intentional focus on accelerating readiness of successors. Executive talent and succession planning for the CEO's direct reports is managed by the CEO and chief human resource officer and is reviewed at least annually with the Board of Directors.

Employee Total Rewards

Fifth Third understands the importance of rewarding our employees for their talents and commitment to excellence. To reflect that, we offer a Total Rewards package that includes both competitive compensation as well as a complete benefits offering

that supports our employees in each stage of their career and life.

Compensation

Fifth Third is committed to providing competitive compensation programs that attract and retain top talent, while driving the business strategy and effectively managing risk. Our programs are designed to reward performance, align with regulatory expectations, and reflect our values and behavioral standards. Our compensation philosophy is centered on creating long-term shareholder value.

Using competitive benchmarking data provided annually by top industry consultants, **we continuously analyze our compensation and benefits programs and practices, with the objective of ensuring all employees have the opportunity to maximize their potential.**

Benefits

We are committed to the holistic well-being of our employees. Our programs are designed to **address the personal and professional needs of employees and their families.** In addition to traditional benefits offerings, we provide comprehensive support with unique programs focused on the physical, financial, emotional and social well-being of employees.

Fifth Third's Compensation Philosophy

- Attract and retain top talent and high performers that will drive our business strategy.
- Effectively manage risk within incentive programs designed to pay for performance.

- Consider applicable regulatory expectations as well as our corporate values and behavioral expectations when making compensation awards.
- Align with the creation of long-term shareholder value.
- Conduct processes that balance risk with strategic and financial soundness.
- Provide strong oversight of Executive Pay.
- Develop and apply our compensation programs in compliance with the law.



Each year, Fifth Third recognizes employees who have achieved 25 years of service at a 25-Year Club celebration.

Our full year 2024 turnover continues to improve, decreasing from 16.9% in 2023 to 16.2% in 2024.

Employee Benefits

We remain steadfast in our commitment to the overall health and well-being of our employees. It's one of the many reasons Fifth Third strives to provide benefits that are responsive, accessible, comprehensive, competitive and, most important, supportive of the whole individual.

Each year, Fifth Third evaluates its benefits offerings to employees and makes adjustments that support employees and their families.

In 2025, we launched a new vendor that offers free digital physical therapy and exercise programs for employees and their family members enrolled in the medical plan.

Our Well-being Offerings

Our comprehensive benefits program is designed to address the unique personal and professional needs of our workforce and their families, encompassing financial, physical, emotional, and social well-being.

In addition to our holistic well-being initiatives, we offer traditional benefits that support overall well-being, such as generous paid time off (PTO), parental leave and life insurance.

Physical Well-Being



- Competitive and comprehensive traditional benefits, including medical, dental and vision plans.

- **Medical plans cover preventive screenings at no cost to the participant.** Our preventive screening rates for breast cancer, colon cancer, cervical cancer, and prostate specific antigen exceed industry benchmarks.

- **Expert medical guidance from world-renowned experts 24/7 year-round** by web, phone or app at no cost to employees. All employees and their dependents are eligible, regardless of whether they participate in a Fifth Third medical plan.
- **Health and wellness rewards program** available via web or app encourages employees to maintain a healthy lifestyle.

Financial Well-being



- **Competitive 401(k) savings plan with a company match up to 7%** of an employee's compensation up to the IRS limit. All employees may contribute up to the maximum allowable by law. Investment options are available to employees through the plan's core funds and a self-directed brokerage feature.
- **Employee stock purchase plan with a generous match.**
- **Financial Wellness program** offers employees and their spouses or partners personal financial coaching, educational tools and resources to help achieve their financial goals. Tools, lessons and guidance—all at no cost—are available as well as confidential calls with unbiased certified financial planners, digital lessons and personalized suggestion.
- **Adoption reimbursement.** Full-time employees may receive reimbursement up to \$15,000 for eligible expenses related to the legal adoption of a child. Eligible employees may use this benefit up to three times for a **lifetime** maximum of \$45,000.
- Certain fertility and conception services and associated expenses, even if the services are not considered medically necessary, are covered.

Each year, employees who focus on their wellness are rewarded by taking specific actions for health and financial wellness. Employees can earn a total of \$1,800 each year in their paychecks and are supported in their wellness journey by a network of 236 Fifth Third employees who volunteer as wellness champions.

Enhancements in 2024

- Increased Bank HSA contributions by 20%.
- No rate increases on HSP 80 and only a 6% increase on HSP 90 for 2025.
- Enhanced paid time away to support employees through the loss of a loved one.
- Enhanced adoption reimbursement benefit.
- Enhanced Medicare education with "Alex," a virtual counselor that provides information about the program.
- Launched a new wellness vendor resulting in increased engagement with employees.
- Introduced a new Employee Assistance Program (EAP) with more ways for employees to access assistance.
- Introduced a new Employee Stock Purchase Plan (ESPP) vendor that offers employees enhanced features.
- Employee participation in the 401(k) plan increased from 81.2% in 2023 to 81.8% in 2024.

Emotional Well-being



- **An Employee Assistance Program (EAP)** offering free, confidential support to employees and their families. The program offers crisis support as well as six in-person or virtual short-term, solution-focused counseling sessions per issue with experienced therapists at no additional cost. The program's user-friendly website and app offer a variety of educational tools and resources for challenges at any age or stage of life.
- **Anthem Behavioral Health Resource Center** helps find the right treatment program(s).
- **LiveHealth Online** virtually connects employees to a licensed therapist or board-certified psychologist or psychiatrist.

Social Well-being



- We work to **ensure that every employee feels valued and respected by connecting, networking and collaborating with their colleagues.** Employees are encouraged to join one or more of our Business Resource Groups and take advantage of opportunities in their communities, including additional paid time off to support volunteer activities.
- **Volunteer paid time off** – the policy annually provides full-time employees eight hours of time away from work and part-time employees four hours of paid time away from work to make a difference in our communities.

Balancing Work and Life



- **Eleven paid holidays per year.**
- **Generous Paid Time Off (PTO).**
- **Medical appointment time** – for medical appointments for personal, spouse, partner or dependent child or parent illness up to eight hours per year for full-time employees.
- **Paid time off for medical leave.**
- **Paid parental bonding leave** provides four continuous weeks of time off to all full- and eligible part-time U.S. employees at 100% of regular pay to give parents time

to bond with their newest family members. The benefit can be used by birth, adoptive and foster parents.

- **Additional six-week to eight-week medical leave benefit** to physically recover from birth of child.
- **Bereavement time away** – Enhanced paid time away to support employees through the loss of a loved one. Eligible employees who experience the death of a spouse, partner or child, including the loss of a child during pregnancy, are eligible for up to 10 days of paid leave. Up to three days of loss for a parent, sibling, grandchild or grandparent.
- **Paid military leave policy provides 100% paid leave per year up to 20 days for any military duty including drills and training.** Beyond 20 days, the employee is eligible for a military pay differential for up to 24 months.
- Paid time off for jury duty and voting.
- **Bright Horizons Back-up Care** provides all employees' child and adult in-home or center-based backup care. All employees are eligible for 15 days of backup care per year with nominal co-payments. 1,396 employees have registered for backup care, up from 1,345 in 2024.
- **Virtual and On-site Concierge and Maternity Concierge services at no cost.** Virtual and On-site Concierge services handle many of the tasks that take time out of an already busy day. For example, errand running, finding tickets and reservations, shopping, researching products and services, making appointments for homecare services, arranging auto services, assisting with travel and vacation plans, gift services and more. In 2024, the virtual and on-site concierge had 31,000 usages.

Workplace Safety and Security

Fifth Third is committed to ensuring the safety of our customers, employees, and the physical security of our banking centers and workplace. The Company's chief security officer is responsible for the physical security of all Fifth Third employees, customers and facilities.

Our Physical Security team manages on-site security guards and also manages Fifth Third's security operations center, which maintains a 24/7 call center and monitors over 20,000 cameras and alarms across all facilities; emergency notification channels to employees; and serves as a centralized response group for all security issues.

We also provide required annual Active Shooter Response training, using the Department of Homeland Security's Run, Hide, Fight strategy. Safety Ambassadors are also a key part of our enterprise workplace safety program.

Safety Ambassadors are trained on the specific emergency plan for their building that identifies and addresses specific hazards, alarm signals, evacuation and severe weather shelter-in-place procedures and Safety Ambassadors serve as authorized and visible leaders during facility emergencies.

Physical Security also regularly reviews the external and internal influences that affect its physical security program.

Fifth Third's integrated security program includes:

- Process for physical security assessments.
- Methodology for determining physical security needs.
- Deployment of physical security countermeasures.
- Internal and external investigations in response to threats and crimes.
- Reviews and evaluations of physical security.
- Processes and procedures that help employees respond in the event of an emergency, such as fire drills, shelter-in-place situations or an environmental issue.

Fire drills and severe weather drills are conducted annually and the emergency system is tested regularly.

Sustainable Finance & Operations

Fifth Third has had a long standing commitment to environmental leadership in the financial services sector. We are driven by our understanding that integrating environmental sustainability into our business creates long-term value for our customers and strengthens the communities we serve.

Banking is key to supporting the development of new technologies, financing new infrastructure and creating a sustainable economy. Fifth Third is committed to this opportunity and responsibility.

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Sustainable Finance

\$100B Environmental and Social Finance Target

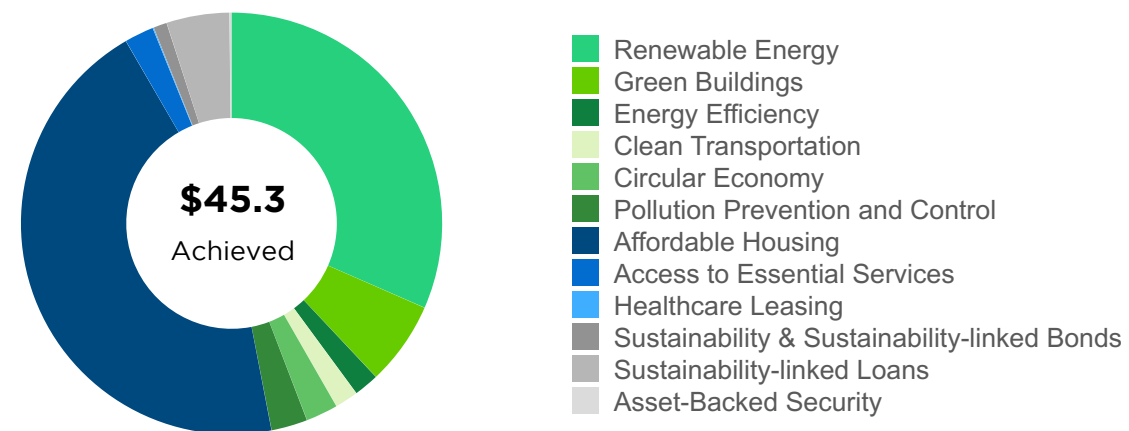
Fifth Third is committed to helping create resilient and sustainable communities with the goal of building a sustainable economy for all we serve.

In 2022, we set an ambitious \$100 billion environmental and social finance target. By providing financial services for inclusive and sustainable projects, Fifth Third sees opportunity not only for business growth, but for the Company to positively impact and improve the lives of all of our stakeholders.

This section provides an overview of our progress towards the environmental category of our sustainable finance target. See the Place-based Economic Development section for our progress related to the target's social category. It is important to note that our work contributing to the Environmental and Social Finance goal does not interfere or prohibit providing financial services to any legal business or other client activities.

Through 2024, Fifth Third provided over \$45.33 billion in sustainable financing under both environmental and social eligibility criteria.

As of December 31, 2024 (in billions)



Environmental Financing



Renewable Energy

Renewable energy, including solar, wind and other technologies, has environmental and economic benefits, including generating energy with lower greenhouse gas emissions, diversifying our energy supply, and creating economic development and jobs in manufacturing, installation and more. Fifth Third has been a leader in the renewable energy transition for our customers as well as our own operations.

Renewable Energy Finance

Fifth Third began financing renewable energy projects in 2012. We focus on domestic renewable technologies, with an emphasis on solar, and we have financed large-scale projects, distributed generation and community solar. In 2018, we established our national renewable energy finance group under our national energy, power and renewables Commercial Banking team.

We now provide services to 128 borrowers across 42 states, which have led to the completion of 1,043 projects. Fifth Third's renewable energy finance practice makes use of resources from our energy sector sales team whose expertise helps clients reach their business goals. **In 2024, the Renewable Energy Finance team provided more than \$457 million in lending and capital-raising for renewable energy projects.**

Dividend Finance

Fifth Third's acquisition of Dividend Finance, a leading financial technology lender based in San Francisco, in May 2022 has enabled the financing of residential renewable energy and other sustainability-focused home improvements. Dividend's tech-forward platform provides customers and contractors with a best-in-class experience and a streamlined process for financing solar and other sustainable home improvements.

Dividend's contribution to Fifth Third's environmental financing goals has been significant. It has grown to become the second largest residential solar lender in the U.S. **Since the acquisition closed, Dividend Finance provided more than \$7 billion in lending for renewable energy and energy efficiency projects.**

Fifth Third can now assist homeowners by promoting innovative energy efficiency, decarbonization and peak energy reduction by deploying, integrating and financing a wide range of distributed energy technologies, including:

- Smart thermostats.
- Electric heat pumps and boilers.
- Fuel cells.

- Smart electric panels.
- Solar photovoltaic.
- Energy storage.
- Electric vehicle chargers.
- Energy-efficient windows.
- Roofing.
- Energy Star® products.
- Insulation.

Green Buildings



As building processes become more efficient and materials less environmentally harmful and carbon intensive, there is more financing opportunity in green building and green construction.

Fifth Third has its own experience with green buildings, with more than 200 of our buildings achieving either LEED® or Energy Star® certification. These programs are trusted systems for evaluating the environmental performance of buildings.

Over the last two years, Fifth Third provided financing of more than \$200 million in eligible green buildings.

Energy Efficiency



Fifth Third has provided over \$766 million of sustainable home improvement financing since May 2022. The financing of energy-efficient windows, ENERGY STAR products, HVACs, insulation and other products is aimed at making homes more energy efficient, a key factor in cost savings and emissions reduction.

Clean Transportation



Fifth Third recognizes the expected growth of the electric vehicle market. **In 2024, Fifth Third originated over \$82 million in fully-electric vehicle loans.** In addition to our consumer auto business, Fifth Third is helping commercial

clients in our leasing business reduce their environmental impact by converting internal combustion (e.g., propane- or diesel-fueled) forklifts to electric. For every 10,000 hours of use, electric forklifts emit 120,000 fewer pounds of carbon than internal combustion-powered forklifts.¹ Electric forklifts, with zero local emissions, ensure cleaner, more healthful air, indoors and out. This is good not only for the environment, but also for employee health. **In 2024, Fifth Third leased over \$51 million to customers for electric forklifts.**

Circular Economy



The circular economy is a sustainable economic system that targets reduced waste and pollution through materials' lifecycles. Fifth Third provides financing to companies with the aim of substituting virgin raw materials with secondary (recycled) materials, including scrap metal recyclers. **In 2024, Fifth Third provided financing of \$535 million in eligible circular economy loans.**

Pollution Prevention and Control



Fifth Third provides financing to companies focused on solid waste processing and recycling. **In 2024, Fifth Third provided financing of \$329 million in eligible pollution prevention and control loans.**

Other Environmental Categories



In addition to the previously mentioned environmental categories, our environmental and social finance target includes other categories included in the ICMA Green Bond Principles, including Sustainable Water and Wastewater Management, Climate Change Adaption, Terrestrial and Aquatic Biodiversity, and Environmentally Sustainable Management of Living Natural Resources and Land Use.

The Fifth Third Green Bond



Through the issuance of sustainable bonds by Fifth Third, we aim to finance green and social projects that align with our sustainability priorities. In 2022, we published a [Sustainable Bond Report](#) to detail the use of proceeds according to our eligible project criteria. The green bond remains outstanding as of June 2025

and continues to support our financing of eligible green assets. For additional details, refer to the [Sustainability Bonds](#) page on Fifth Third's investor relations website.

Social Financing

Our social financing utilizes resources to make an impact in areas of affordable housing, access to essential services, access to basic infrastructure, and employment generation among other financing opportunities. See the [Placed-based Economic Development](#) section.

¹Electric Forklift Conversion Transforms Building Products Manufacturer Electric Power Research Institute, article 3002000292, December 2013.

Sustainable Operations

Operational sustainability, the reduction of Fifth Third's own environmental and carbon footprint, has been key to our environmental sustainability program since its inception in 2010.

Reducing Fifth Third's environmental and carbon footprint is central to how we manage our impact and it is a key driver of financial savings and operational efficiencies. To help direct these improvements, Fifth Third has established internal operational sustainability goals.

Fifth Third announced our first five-year operational sustainability targets in 2017. These goals reflected our commitment to managing our own operations efficiently and showing accountability with the processes and activities that we most closely control. **By the end of 2022, we achieved each of the five goals**, which included reducing our energy use and location-based greenhouse gas emissions by 25%, reducing our water consumption and waste sent to a landfill by 20%, and to purchase 100% renewable power.²

Building upon this work, **in 2022 we adopted a new, more aggressive set of operational sustainability targets to be achieved by 2030.**³ These new goals continue our focus on critical areas of operational sustainability and demonstrate leadership in the financial services industry, including the goal to reduce our location-based greenhouse gas emissions by 75%. At the end of 2024, two of these goals were achieved. We continue to purchase 100% renewable power and have reduced our enterprise-wide energy use by more than 40%.

2030 Operational Sustainability Goals ^{2, 3}



² Fifth Third's operational sustainability goals have a 2014 baseline year.

³ The energy and water consumption KPI calculations are calculated for owned and ground-leased buildings where Fifth Third receives a utility bill. GHG emissions KPI is calculated based on all Scope 1 and Scope 2 emissions. Waste diversion rate includes all locations where Fifth Third receives a waste bill and data. The paper KPI calculations are calculated for office paper purchased through Fifth Third's primary supply vendor. GHG emissions, energy, paper and water goals are relative to a 2014 baseline. Verification statements are available in the Additional Disclosures section of ir.53.com.

Reduction in Location-based Greenhouse Gas Emissions

Since 2014, Fifth Third has reported on corporate greenhouse gas emissions using the Greenhouse Gas Protocol methodology.⁴ Our calculations have been independently verified since 2014.⁵

Fifth Third includes all Scope 1, Scope 2 and Scope 3 (business travel) emissions in our “operational” scope as it relates to our neutralizing of operational GHG emissions. These emissions are generated primarily through operations of our buildings, corporate transport and business travel. Since we began measuring these emissions in 2014, we have reduced our operational GHG emissions by 54%. We began offsetting part of our Scope 2 emissions in 2010 by purchasing renewable energy certificates, known as RECs, and our Scope 1 and Scope 3 business travel emissions in 2020 by purchasing verified carbon offsets.⁶

Scope 1 covers “direct GHG emissions” from sources owned or controlled by a company.

Scope 2 covers “indirect GHG emissions” from purchased or acquired electricity and similar sources. There are two accounting methods for Scope 2 emissions:

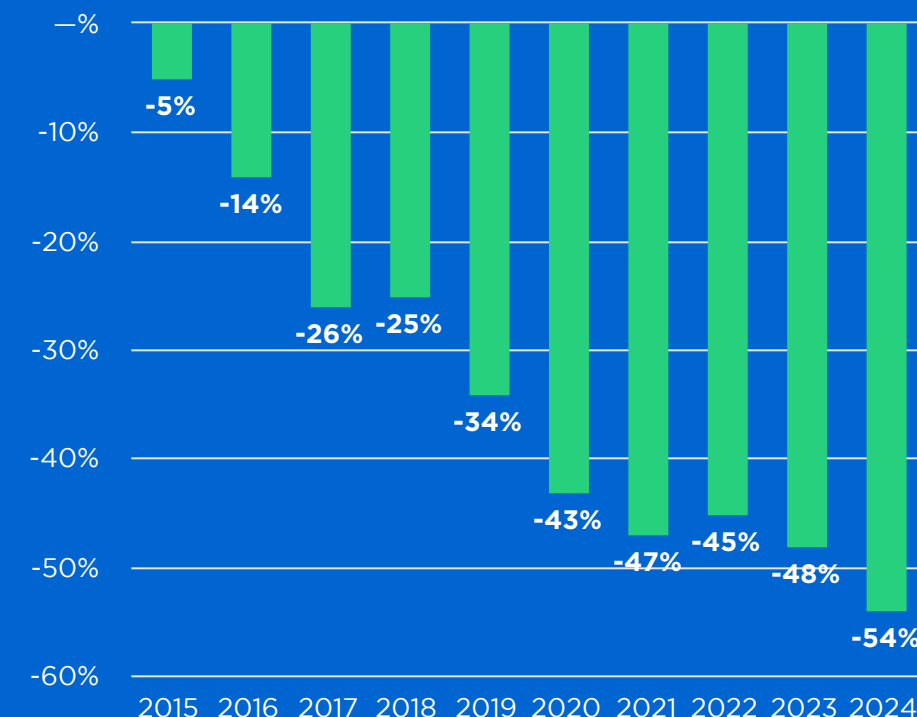
- The location-based method uses average emissions intensity for the electric power grids on which energy consumption occurs.
- The market-based method allows companies to account for power they have contracted to buy, including through the purchase of unbundled RECs or through contractual agreements that led to new renewable power plants and the bundled RECs they generate.

We report Scope 2 emissions under both methods to provide greater transparency and to illustrate the impact of our renewable energy commitment. By purchasing Green-e certified RECs, Fifth Third offsets all Scope 2 market-based emissions.

Scope 3 covers 15 categories of other indirect GHG emissions, including eight upstream categories and seven downstream categories. Since 2014, Fifth Third has measured our business travel emissions (category 6) as we consider this part of our “operational” GHG footprint. This includes emissions related to air, rail, reimbursed personal vehicle mileage and rental car travel.

Fifth Third began measuring seven additional Scope 3 emissions categories,⁷ including all of the other upstream categories, in 2021. Five downstream categories considered not relevant to Fifth Third are not measured or reported, including downstream transportation/distribution, processing of sold products, use of sold products, end-of-life treatment of sold products, and franchises.

Operational Emissions Reduction⁷



⁴ Prepared in accordance with the “World Resources Institute/World Business Council for Sustainable Development Greenhouse Gas Protocol, Corporate Accounting and Reporting Standard, Revised Edition (Scopes 1 and 2), the GHG Protocol Scope 2 Guidance, an amendment to the GHG Protocol Corporate Standard” and “WRI/WBCSD Corporate Value Chain (Scope 3) Accounting and Reporting Standard).”

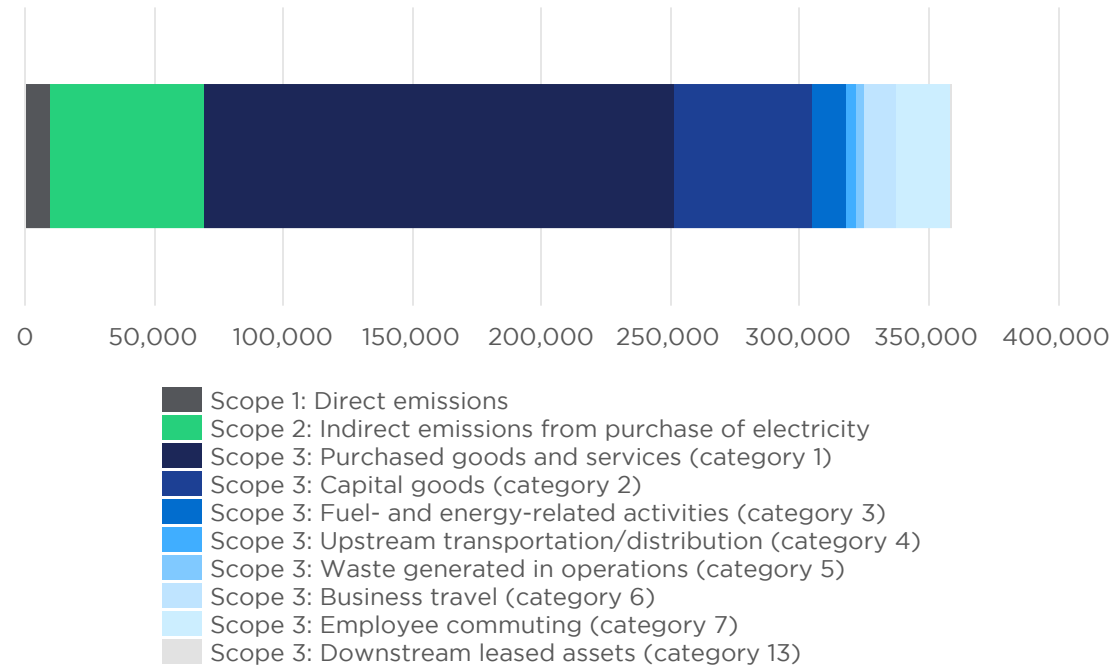
⁵ Third party verification statements are available at ir.53.com/esg/additional-disclosures.

⁶ See the Operational Impact Data Table for detail.

⁷ The Scope 3 GHG Inventory was carried out using methodologies consistent with the “GHG Protocol Corporate Accounting and Reporting Standard, GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard, and the GHG Protocol Technical Guidance for Calculating Scope 3 Emissions (version 1.0).”

⁸For Fifth Third’s Scope 1, Scope 2 and business travel under Scope 3 emissions.

Location-Based GHG Emissions Profile⁹



Understanding our Financed Emissions

In 2024 Fifth Third began reporting and disclosing emissions from lending and financing activities. Scope 3, Category 15 emissions (investments) are particularly relevant for financial institutions and include emissions associated with loans and investments. As a member of the Partnership for Carbon Accounting Financials, Fifth Third's initial financed emissions disclosure was provided as an addendum to the Bank's 2022 TCFD Report. For more information, see [Fifth Third's Financed Emissions Disclosure](#) report. An update with 2023 emissions data was provided later in the year. Our emissions disclosure for 2024 data will be provided in a subsequent report.

⁹ All numbers are in MT CO2e. Graphic does not include category 15 emissions, which are separately reported.

¹⁰ For Fifth Third's Scope 1, Scope 2 and business travel under Scope 3 emissions.

¹¹ A-Gas V12 project (2022 vintage) registered by the American Carbon Registry (ACR869) and independently verified by SES, Inc.

¹² Compared to 2014 baseline.

Offsetting GHG Emissions In Our Operations

Fifth Third has been offsetting its operational GHG emissions since 2020. As an organization, we are now offsetting all of our operational GHG emissions, which includes emissions related to all of our buildings (including data centers), corporate vehicles and business travel.¹⁰

In terms of GHG accounting, this includes all Scope 1 emissions, all Scope 2 emissions and Scope 3 business travel emissions. This was achieved by reducing our corporate carbon emissions, purchasing 100% renewable power and buying verified carbon offsets to address our remaining emissions.

Fifth Third has reduced our location-based Scope 1 and 2 emissions by 60% since we began measuring in 2014. While we recognize there is debate on the role of carbon offsets in the long-term transition to a lower carbon economy, we believe they play a role in supporting our customers and communities in the short-term.

In order to ensure the quality of our offsetting program, Fifth Third has partnered with Climate Impact Partners, LLC, specialists in carbon market solutions for climate action. To compensate for our 2024 emissions, we provided financial support to an innovative emissions reduction project that is working to reclaim and reuse hydrofluorocarbons, greenhouse gases with much greater global warming potential than carbon dioxide.¹¹

When evaluating potential emission reduction projects, Fifth Third's criteria includes ensuring the project is registered with a leading carbon registry, independently verified, and aligned geographically with our footprint, all in accordance with industry best practices.

Reducing Our Energy Use

In 2023, we achieved and surpassed our 40% energy reduction goal, well ahead of our 2030 target.¹² As of 2024, Fifth Third has reduced enterprise-wide energy use by 46%.¹¹

As part of this reduction, we improved sustainability practices through optimized use of space, new construction and renovations, and enhanced facility-related operations and maintenance practices.

This included adding advanced building control technology to more than 800 locations. By establishing HVAC corporate building standards, implementing our building management system (BMS), enforcing these standards through analytics, and partnering with third-party advanced analytics providers to assess performance and identify improvement opportunities, we have significantly enhanced our HVAC management. Additionally, using DigiMEP, a digital HVAC optimization software tool, has enabled us to properly operate and manage heating and cooling, our largest category of energy use. **Across more than 800 locations, this combination of innovative technologies is generating an average of 20% energy consumption savings.**

Purchasing 100% Renewable Power

Fifth Third recognizes the value of renewable energy and has been purchasing renewable power for our own operations since 2010. In the early days of our renewable energy strategy, Fifth Third purchased RECs to offset a portion of our energy consumption. In 2017, Fifth Third set a goal to purchase 100% renewable power, a goal we achieved in 2019 with the opening of the 80 MWac/120 MWdc Aulander Holloman solar facility in our footprint state of North Carolina. This project was accomplished through a virtual power purchase agreement signed by Fifth Third. The agreement facilitated the construction of a new solar field by guaranteeing that Fifth Third would purchase all of the electricity generated, thereby enabling the developer to secure funding and complete the project. In return for guaranteeing to purchase the energy produced, Fifth Third receives all the RECs generated by the project.¹³ **In 2024, the solar power generation from the project was more than 187,000 MWh.**



In 2024, Fifth Third celebrated the five year anniversary of the opening of the Aulander Holloman solar facility. **Since the project came online, it has produced more than one million megawatt hours of renewable power.**

Installing On-Site Solar

Fifth Third completed 17 rooftop solar panel installations at new financial centers in 2024. These projects took place in communities across North Carolina, South Carolina, Tennessee and Florida. The installations highlight our ongoing commitment to reducing energy usage and offsetting emissions in our operational footprint. The North Carolina and South Carolina installations were led by Renu Energy Solutions.



In all, Fifth Third has more than 30 retail locations with rooftop solar generating up to 90% of annual electric needs at these locations.

Fifth Third is also part of the U.S. EPA's Green Power Partner program and is listed



on U.S. EPA's National Top 100 green power users, which highlights the annual green power use of leading Green Power Partners within the United States.

Reducing Our Water Use

Fifth Third recognizes that water is a vital resource and should be managed responsibly. The transport and usage of water typically requires significant energy and efficiently managing consumption can help reduce greenhouse gas emissions.

Part of Fifth Third's water consumption consists of irrigation that helps maintain landscapes at our retail locations. While we maintain a high standard for exterior spaces, we also work to manage our water use responsibly. With this goal, a smart irrigation program was launched in 2018 to help reduce exterior water use, giving Fifth Third better control over watering schedules. The system also monitors real-time weather and rainfall to adjust irrigation watering. To date, Fifth Third has installed smart controllers at more than 440 locations.

Since we began calculating our water use in 2014, our company-wide consumption is down by nearly 88 million gallons annually.

Managing Waste

In achieving our 2017 goal to reduce the amount of waste we send to landfills by 20%, we kept millions of pounds of materials out of landfills. **Our current goal is to divert 75% of waste from going to landfill.** This commitment requires greater focus on office waste and expanded focus to new waste streams.

With the ongoing construction and renovation of facilities across our footprint, **Fifth Third continues to focus on the management of its construction and demolition material as a key opportunity for waste diversion.** As part of this focus, Fifth Third has established diversion requirements for partners and contractors to ensure material is being managed responsibly. **As a result, in 2024, more than 3.7 million pounds of construction and demolition waste was diverted from landfills for reuse or recycling.**

At our Madisonville campus in Cincinnati (our largest campus), we have instituted food waste composting as an additional waste mitigation strategy. Beyond the recycling of standard items and organics, Fifth Third has been exploring diversion options for harder-to-recycle items, such as plastic film, batteries, and more.

Reducing Paper

Fifth Third is committed to reducing the amount of paper we use by 75% by 2030. While paper remains a frequently used material for general office activities and in documenting and processing customer lending and finance activities, we see opportunities for continued reduction in paper use. Fifth Third's strategic priority to accelerate the digital transformation of both front-office and back-office activities drives progress toward our 2030 goal.

Our focus on secure destruction and recycling of paper also remains a priority. **We recycled more than 6.5 million pounds of paper in 2024 and have reduced paper use by over 1 million pounds compared to our baseline year.**

¹³ Although we intended to retire the RECs received from this project towards our 100% renewable power goal, in 2020 we began swapping these RECs with Green-e certified RECs from other renewable energy projects in the U.S. All RECs were retired towards our 100% renewable power goal.

Climate Risk Management

Our organization-wide approach to managing climate-related risks is overseen directly by Fifth Third's Board of Directors.

The Impact of Climate Risk

Climate-related risks can arise from the impact of extreme climatic events and human efforts to address environmental and climate challenges, including changes in public policies, advances in technology, shifts in investor or public sentiments, and disruptive business model innovations. Banks and customers are likely to be affected by both the physical risks and transition risks associated with climate change.

Climate Risk Governance

In addition to the Risk and Compliance Committee, Nominating and Corporate Governance Committee, and Audit Committee of the Board as well as the Enterprise Risk Management Committee (ERMC) and the Sustainability Committee detailed earlier in this report, the Bank maintains councils dedicated to climate-related risks and opportunities.

The Climate Risk Council, which reports to ERMC, monitors physical and transition risk reporting and trending and oversees implementation of the climate risk program. The Sustainable Financing and Climate Strategy Council, which reports to the Sustainability Committee, supports creation and monitoring of climate-related strategies, including opportunity-related goals.

Educating Management and Employees

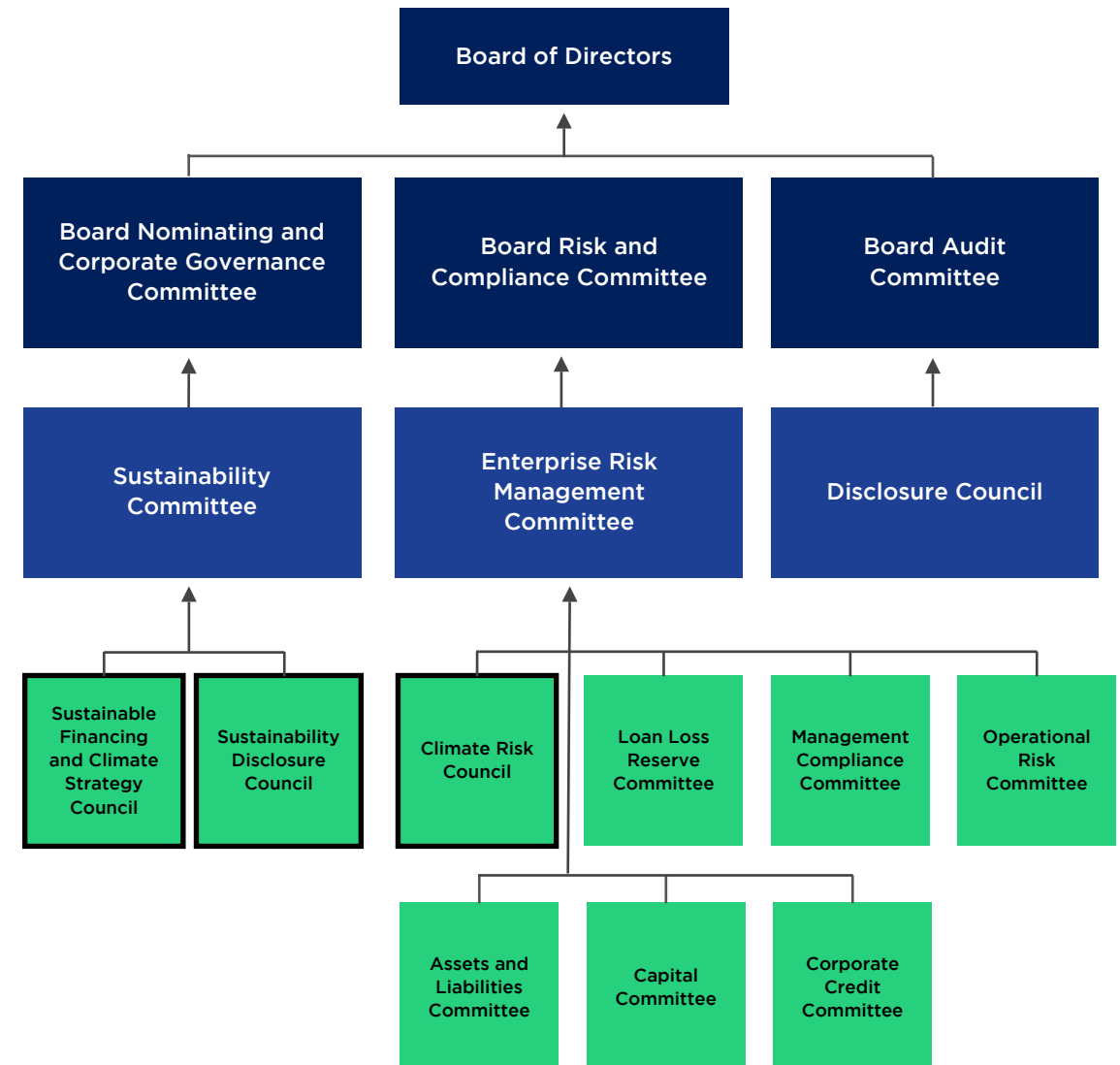
Fifth Third has periodically engaged with a consultant agency for climate education sessions with the Board. As a member of the Board, the CEO is well positioned to help the Board understand how climate change is integrated into the Bank's strategy and risk management and to help the Board fulfill its oversight responsibilities related to climate change.

As with the eight established risk types, Fifth Third ensures that all employees are made aware of climate-related risks and the impacts they could have on our clients, customers, and operations through annual compliance training.

In addition, targeted education has been provided to leaders across risk types and lines of business. This education has included presentations by our data vendors, conversations with business partner organizations, consultant overviews, and special focus on insurance from internal experts.

Periodically, the Climate Risk Office and key partners also engage in vendor- and trade association-led sessions to stay abreast of new research and policy trends.

Climate Risk Governance Structure¹⁴



¹⁴ Climate-related risk, opportunities, and disclosures are primarily managed through the Climate Risk Council, the Sustainable Financing and Climate Strategy Council, and the Sustainability Disclosure Council.

Integrating into the Risk Management Process

In 2024, Fifth Third developed our first climate risk management playbook. This playbook describes key components of our approach to managing climate-related risks and identifies key roles, responsibilities and risk programs. Additionally, this document defines climate risk time horizons and their potential impact across traditional risk types.

Fifth Third recognizes climate risk as a transverse risk which could be realized in different ways across risk types. The risk also has the potential to materialize on different timelines based on the underlying risk type. These transmission channels and time horizons were identified and confirmed over the course of scenario analysis activities.

Climate-related risks follow the same risk aggregation and assessment processes as other risks. The severity and probability of climate-related risks identified through scenario analysis and risk expert discussions are reviewed through this process and have been refined over time.

While all climate-related risks are monitored qualitatively, acute weather events have been classified as an “emerging” risk which includes more rigorous quarterly evaluation. Emerging risks, along with material risks, are contemplated as Fifth Third develops our strategy. Additionally, the impact of our strategy on our risk profile, including material and emerging risks, is evaluated annually. At this time, this risk has not been determined to be material for Fifth Third, but continues to be evaluated for changes in risk level.

Fifth Third has begun integrating climate risk considerations across a number of its risk programs and is on a journey to continue this enhancement. Recently, enhancements were made to our business change risk program to identify initiatives which may increase levels of physical or transition risks Fifth Third faces and ensure that appropriate mitigation strategies and controls are considered.

Fifth Third recognizes climate risk as a transverse risk which could be realized in different ways across risk types. The risk also has the potential to materialize on different timelines based on the underlying risk type.

Risk Type	Definition	Physical Risk Examples	Transition Risk Examples	Time Horizons*
Credit	Risk to current or projected financial condition and resilience resulting from the failure of a borrower or counterparty to honor its financial or contractual obligations to the Bank.	Diminished ability to pay due to loss of income or devalued assets resulting from extreme weather events or long-term climate changes.	Decline in financial health within susceptible industries as a result of the governmental and economic shift toward a lower-carbon economy.	Short Medium Long
Liquidity	Risk to current or projected financial condition or overall safety and soundness due to the inability (or perceived inability) to meet obligations when they come due.	Deposit runoff to fund recovery from significant adverse weather events.	Shift toward a lower-carbon economy could prompt changes in the liquidity risk profile and contingent liquidity exposures.	Medium Long
Interest Rate	Risk to earnings or capital arising from movement of interest rates. Movements in interest rates cause changes in the profile of assets and liabilities as interest rates fluctuate.	Changes in the time horizon of principal and interest cash flows from assets due to significant adverse weather events.	Demand for banking products and services changes in response to climate-related societal changes, changing the profile of the Bank’s balance sheet and earnings sources.	Medium Long
Price	Risk to earnings or capital arising from changes in the value of financial instruments and portfolios due to movements in interest rates, volatilities, foreign exchange rates, equity prices and commodity prices.	Adverse weather events, such as hurricanes and ice storms, causing more frequent energy supply disruptions, affecting prices and volatility of related commodities.	Lower-carbon transition impact on commodities may cause inflationary pressures which could further impact the direction and volatility of interest rates.	Short Medium Long
Operational	Risk to current or projected financial condition and resilience arising from inadequate or failed internal processes or systems, human errors or misconduct, or adverse external events.	Sustained operational disruptions due to acute weather events damaging or disrupting the operations of facilities.	Increased costs for building and operating climate-resilient facilities.	Short Medium Long
Reputation	Risk to current or projected financial condition, resilience or brand health arising from negative public opinion.	Stakeholder scrutiny due to the inability to provide timely support to customers and employees impacted by extreme weather events.	Negative public perception for lending exposures in carbon intensive sectors, industries impacted by transitions or the Bank’s financed emissions performance.	Short Medium Long
Strategic	Risk arising from adverse business decisions or improper implementation of those decisions that could result in negative impacts to long-term earnings, capital sufficiency, resiliency or competitive position of the Bank.	Flawed assumptions or poor strategy execution in geographies with increasing exposure to acute and chronic severe weather or sea-level rise.	Untimely adjustments to the Bank’s strategy in response to changes in regulatory requirements and shifting markets.	Short Medium Long
Legal & Regulatory Compliance	Risk of legal or regulatory sanctions, financial loss or damage to reputation as a result of noncompliance with applicable laws, regulations, rules and other regulatory requirements, internal policies and procedures, standards of best practice or codes of conduct, and principles of integrity.	Inability to meet compliance timelines or requirements due to business disruptions from acute weather events.	Difficulty implementing new climate-related regulations on bank disclosures, operations or activities.	Short Medium Long

* **Short:** Operating planning, 1 year or less; **Medium:** Strategic planning, 1-5 years; **Long:** Climate scenario planning, 5 years or more.

Climate Risk Analytics and Scenario Analysis

In 2022, Fifth Third developed a climate risk scenario analysis framework and conducted exploratory analyses of physical and transition risk events across multiple time horizons. Since that time, Fifth Third has continued to conduct formal and informal analyses to understand the various potential impacts of climate-related risks. Fifth Third’s analyses ground in Intergovernmental Panel on Climate Change (IPCC) and Network for Greening the Financial System (NGFS) scenarios when possible. While credit risk and operational risk are traditionally the focus of scenario analysis activities, other risk experts are often included during or as a follow on to an analysis so that additional insights can be gained. A summary of conducted analyses is included.

Climate Risk Analyses			
Risks or Hazards Evaluated	Portfolio (s)	Scenario(s)	Overview
Flood, wind, wildfire	Bank locations	SSP 2-4.5	Evaluated how operational risk levels may shift across hazards as a result of strategic geographic expansion by calculating potential for loss and exposure to risk today as well as post-initiative completion.
Flood	Commercial real estate, bank locations, critical third parties	SSP 2-4.5	Reviewed potential flood risk according to FEMA SFHA designations and compared with vendor data.
Wildfire	Consumer mortgages	SSP 2-4.5	Reviewed wildfire risk levels on the Residential Real Estate portfolio.
Hurricane	Consumer mortgages, Commercial real estate	SSP 2 – 4.5	Evaluated internal and external data and processes to support climate-adjusted financial metrics following the process outlined in the Federal Reserve’s Climate Scenario Analysis.
Flood, Wind	Commercial real estate	SSP 2 – 4.5 SSP 5 - 8.5	Worked with a vendor to analyze current and future flood and wind risk to a sample of commercial real estate collaterals. Evaluation led to an understanding of collateral which present significant financial risk to the borrower.
Transition-related policy change	Commercial real estate	Net Zero 2050 Delayed Transition	Worked with a vendor to analyze current and future emissions profiles to gain an understanding of geographies and clients that would be impacted in the scenarios.
Transition-related policy, technology, market, and sentiment changes	Commercial & Industrial	Net Zero 2050	Evaluated internal and external data and processes to support climate-adjusted financial metrics through an exercise shadowing the Federal Reserve’s Climate Scenario Analysis. Piloted targeted climate-adjusted metrics internally. Engaged with a trade association to understand potential approaches.

Event Monitoring

In addition to analytics and forward-looking evaluations, Fifth Third also tracks impacts from actual events through existing and customized reporting. This reporting has allowed better insight into delinquency trends, insurance claims and assistance requests following an event and enables data gathering for a longer term understanding of event impacts. One such set of customized reporting focused on consumer delinquency rates following Hurricanes Helene and Milton. While delinquency rates for assets located in the zone impacted by both hurricanes has been more elevated and for longer than those impacted by just one storm, delinquency rates as of the publication of this report are already approaching near-normal levels. With regard to operational losses, the losses from damage to Fifth Third branches were significantly lower for Helene and Milton than they have been for other previous events.

Credit-related transition and physical risk exposures

Fifth Third continues to monitor credit exposure to carbon-related assets within our commercial and industrial portfolio through the Moody’s environmental risk heat map. This provides insights into sectors which may be more sensitive to a transition to a lower-carbon economy. Additionally, this methodology gives us insight into sectors which may be more adversely impacted by acute and chronic physical risks.

Fifth Third maintains tracking to ensure that there are no significant concentrations of credit risk and that actions can be taken if a concentration begins to develop. Commercial Banking is beginning to integrate climate risk considerations into existing underwriting, portfolio management practices and business control cadences. Recently, Fifth Third adjusted commercial real estate concentration monitoring to have a more targeted view on coastal lending in certain areas more exposed to acute and chronic physical risks.

Monitoring Beyond Credit Risk

Targeted monitoring of climate-related risks, both potential and realized, extends beyond credit risk. As Fifth Third manages a large mortgage servicing portfolio, understanding natural and economic events which could change the valuation of that portfolio is important. Our capital markets risk management team leveraged data from all 50 states to evaluate the impact of historical events on delinquencies. As these delinquencies result in a decline in market value of the portfolio, avoiding significant exposure to events causing these delinquencies is key. Considering Fifth Third’s risk appetite related to losses on this portfolio, the team was able to define a metric and corresponding maximum threshold to monitor the percentage of the mortgage servicing portfolio that should be exposed to high risk areas. This metric is monitored quarterly through the Climate Risk Council.

Interest rate risk monitoring has also been evaluated. Leveraging the NGFS scenarios and their central bank rate fluctuations, the capital markets risk management team was able to identify potential rate fluctuations from a climate-related event and compare to our current rate monitoring metrics. Through this evaluation, it was determined that the current set of scenarios used in interest rate risk monitoring captures the likely impacts of climate-related changes to central bank rate and that additional, customized monitoring was not needed. The existing metrics are monitored through the Bank’s Interest Rate Risk Committee.

Fifth Third continues to evaluate analytics and monitoring mechanisms for both physical and transition risks across risk areas and portfolios.

Exposures					Moody's Climate Inherent Credit Risk Rating	
Sector	Total \$ Exposure (millions)	% of Total Exposure to C&I Portfolio	Total \$ Funded (millions)	% of Funded Exposure	Transition	21
Airlines	\$315	0.23%	\$75	23.67%	High	Mod
Automobile Manufacturers	\$504	0.37%	\$289	57.25%	High	Mod
Chemicals	\$1,290	0.94%	\$505	39.12%	High	High
Coal Mining & Coal Terminals	\$45	0.03%	\$6	13.47%	Very High	High
Environmental Services & Waste Management	\$791	0.58%	\$537	67.93%	Mod	High
Mining – Metals & Other Materials, excluding Coal	\$734	0.54%	\$259	35.26%	Mod	High
Oil & Gas – Independent Exploration & Production	\$4,897	3.57%	\$2,232	45.57%	Very High	Mod
Oil & Gas – Midstream Energy	\$599	0.44%	\$115	19.27%	High	Mod
Oil & Gas – Oilfield Services	\$738	0.54%	\$309	41.87%	High	Mod
Oil & Gas – Refining & Marketing	\$1,338	0.98%	\$466	34.87%	Very High	High
Ports	\$106	0.08%	\$97	90.84%	Mod	High
Power Generation Projects	\$2,477	1.81%	\$1,751	70.67%	Mod	High
Property, Casualty & Reinsurance	\$1,230	0.90%	\$557	45.26%	Low	High
Protein and Agriculture	\$1,856	1.35%	\$1,126	60.69%	High	High
Shipping	\$191	0.14%	\$150	78.51%	High	Mod
Steel	\$1,305	0.95%	\$382	29.28%	High	Mod
Surface Trans. & Logistics	\$2,027	1.48%	\$1,299	64.11%	High	Mod
Unregulated Utilities & Power Companies	\$1,004	0.73%	\$131	13.07%	High	High
Totals	\$21,449	15.64%¹⁵	\$10,286	7.50%¹³		

■ Very High
 ■ High
 ■ Moderate
 ■ Low

¹⁵ Based on Commercial Loan and Lease Portfolio (excluding loans and leases held for sale)

Place-based Economic Development

Fifth Third is a purpose-driven company with a history of innovation and commitment to community. By leaning into that natural foundation, we can unleash the talent and passion of our employees to inspire financial well-being in our communities. We view this as our corporate responsibility as well as our privilege.

Access to capital is our communities’ most pressing need—whether that’s financing to build housing, revitalize commercial corridors, support small businesses, develop the workforce, deliver financial education, or empower people financially to sustain or elevate them, Fifth Third’s commitment to economic development is steadfast.

We meet people where they are, both in their individual journey and where they live. Our Place-Based Economic Development approach across our footprint states enables us to be a trusted advisor in our communities and bring our capital and commitment to bear on major projects and initiatives that will make a sustainable impact, especially in underserved areas.

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Community Impact

As a financial institution, Fifth Third can catalyze transformative change by putting down stakes in the communities we serve and being the gateway that provides access to finance for all stakeholders.

We firmly believe that strong communities need strong banks—a responsibility we take seriously. Paramount to this responsibility is our commitment to advancing low- and moderate-income communities and reversing negative cycles that prevent economic mobility for all.

The approach we take is proactive and place-based. While we strive to serve all the communities within our footprint, we also work directly with specific communities—based on need and criteria—to facilitate change that can only be brought by sustained, interconnected partnerships in the private, public, and government sectors and in partnership with the communities themselves.

Outstanding CRA Rating



Fifth Third currently maintains an “Outstanding” Community Reinvestment Act performance rating, the highest possible, from its most recent CRA exam conducted by the Office of the Comptroller of the Currency.

Fifth Third received “Outstanding” ratings on each of the examination’s three tests: Lending, Investments and Service. The rating period was Jan. 1, 2017 to Dec. 31, 2021. It is Fifth Third’s goal to maintain outstanding CRA ratings in each of its markets on a go-forward basis. Fifth Third anticipates that results of its next exam, covering 2022, 2023 and 2024, will be reported in 2025.

Community Needs Assessment

To ensure that we have a firm grasp on the issues of most importance to our communities, especially LMI neighborhoods, we engage with our stakeholders regularly.

Our place-based approach demands that we embed ourselves into the communities we serve so that we can view the opportunities from the same perspective as residents and community leaders.

We also conduct a regular Community Needs Assessment with community-based organizations to align our efforts with the most-pressing community needs. Our last survey was in January 2024.

The results confirmed affordable housing, economic development, workforce development, and financial access, education and stability as areas of upmost importance for Fifth Third.

Social Finance

Fifth Third has committed to achieving a \$100 billion finance target through 2030 that supports a sustainable economy in the communities we serve. The following paragraphs provide an overview of our progress towards the social category of our target. See the Sustainable Finance section for environmental criteria and progress.

Affordable Housing



Fifth Third believes that every American has the right to safe, affordable housing, and is a leader in financing housing developments across our footprint. This category includes investments or financings related to affordable housing, including multi-family projects where units are restricted to those earning 80% of the area median income or restricted to those who earn under 120% AMI in a high-cost area, that help address the housing crisis in communities. It also includes financing for mortgage lending to LMI customers. **In 2024, Fifth Third provided financing of more than \$3.1 billion in eligible affordable housing.**

Access to Essential Services



Financing or investing in companies, organizations and/or projects that promote access to education, healthcare, and care centers is essential to supporting our communities. **In 2024, Fifth Third provided \$86 million in eligible essential services.**

Employment Generation



Investments related to programs designed to prevent and/or alleviate unemployment stemming from socioeconomic crises, including through the potential effect of small and medium enterprises financing and micro financing, is a key focus area for Fifth Third.

In 2024, the company provided almost \$1.6 billion in eligible employment generation financing or investments.

In total in 2024, Fifth Third delivered \$4.8 billion in these areas against the \$100 billion target.

More information is available on page [37](#).

The Neighborhood Program

Fifth Third’s place-based approach is illustrated best through our \$180 million Neighborhood Program, which is inclusive of nine neighborhoods across our footprint.

The program was developed after an initial pilot in Detroit’s Gratiot & Seven Mile neighborhood in 2019 where we made a strategic \$5 million investment. Through G7, we tested our theory that a concentrated investment in one neighborhood in Detroit instead of across all of the city’s neighborhoods would have a greater impact and catalyze investments from other private and public partners.

In 2021, we launched the Neighborhood Program. Originally a three-year commitment, Fifth Third expanded the program through 2025 to ensure program sustainability. Our commitment was to invest \$180 million, or up to \$20 million, into each of the nine neighborhoods. **As of March 31, 2025, Fifth Third had delivered \$254.8 million through the program.**

In 2025, Fifth Third announced **North Nashville** in Tennessee as our first expansion of the neighborhood program into new areas. The commitment runs through 2027.

In addition to **G7 in Detroit**, the neighborhoods include **Avondale in Cincinnati, Ohio; South Chicago in Chicago, Illinois; Buckeye in Cleveland, Ohio; East Tampa in Tampa, Florida; Grove Park in Atlanta, Georgia; Arlington Woods in Indianapolis, Indiana; West End in Charlotte, North Carolina; Near East Side in Columbus, Ohio; Russell in Louisville, Kentucky, and North Nashville in Tennessee.**

Program Goals

The Bank’s innovative place-based, people-first Neighborhood Program seeks to:

- **Create more equitable, connected systems.** Strengthen links across stakeholder groups, including small businesses, the community and other institutions and organizations, and improve availability and delivery of Fifth Third lending products in underserved areas.
- **Improve upward mobility among residents.** Increase homeownership rates and reduce displacement of residents.

- **Build an inclusive civic infrastructure.** Strengthen the capacity of local stakeholders to sustain efforts and expand services and programs.
- **Promote prosperous small businesses.** Increase entrepreneurship and achieve greater growth and retention of small businesses.
- **Develop healthy, built environments.** Reduce vacancies and abandoned buildings and develop plans for improved walkability of open spaces.

The program also aims to cultivate investments and resources from additional stakeholders seeking to promote the economic mobility of residents. **As of March 31, 2025, Fifth Third catalyzed an additional \$200 million in leverage investments.**

Results

Through March 31, 2025, **Fifth Third has delivered \$254.8 million against the original goal of \$180 million**, which includes:

	\$55.7 million in Mortgage Lending.
	\$17.9 million in Small Business Lending.
	\$146.4 million in Community Loans and Investments.
	\$25.1 million in Philanthropic Efforts.
	\$9.7 million in Program Related Investments (PRI).

Outcomes

Equitable & Connected Systems

975
New partnerships engaged

72
Positions created or filled

Upward Mobility

584
Affordable multifamily units constructed

437
Homes Preserved

Civic Infrastructure

10,938
Residents engaged in programming

675
Community engagement events held

Prosperous Small Businesses

926
Small businesses supported

11
Commercial developments

Healthy, Built Environments

286
Land parcels acquired and/or activated

15
Art installations

Affordable Housing

Fifth Third is committed to addressing the current U.S. housing crisis and to developing solutions to help people in our communities obtain and maintain permanent housing.

There is a great need for housing across the spectrum from subsidized, affordable, workforce, semi-permanent and permanent housing, both for rent and for homeownership.

Fifth Third provides multiple affordable housing solutions for our customers and communities, including a special purpose credit program for residential mortgages and other programs for LMI communities. Loans and equity investments through our Community Development Banking Group are facilitating major housing developments. Our Company also is a sought-after resource for government, nonprofit and private funders committed to being a part of the solution to the problem.

Affordable Residential Mortgages

Mortgages remain a key to boosting affordable housing. We provide residential mortgage products and programs for a wide range of borrowers, especially those who may not qualify for our traditional first-mortgage products and those who wish to purchase a home in an underserved and/or low-income census tract.

In 2024, Fifth Third launched the **53 Community Special Purpose Credit Program**. As its name suggests, the 53 Community Special Purpose Credit Program is a special credit program for borrowers who need alternative terms to purchase a home. See page [25](#) for more information.

Fifth Third also offers home financing through multiple affordable programs, including loans through the Federal Housing Administration and Department of Veteran Affairs, and programs like Freddie Mac's Home Possible® and Fannie Mae's HomeReady programs for very low to low-income purchase borrowers.

Down Payment Assistance

Fifth Third's Down Payment Assistance Program helps eliminate one of the key barriers to homeownership, which is a down payment. **In 2024, Fifth Third provided \$6.7 million in DPA assistance, up from \$4.5 million in 2023.** Our down payment assistance program enabled community members to purchase 2,041 homes last year. Fifth Third has provided over \$19 million in DPA assistance since 2021. Fifth Third also helps borrowers access other down payment assistance programs that can be combined with our own.

Early in 2024, Fifth Third made changes to our program to enable the lowest-income borrowers who qualify to receive up to \$5,300 in down payment assistance if they purchase in a low income census tract. Qualified purchasers in a moderate income tract can receive up to \$1,295.

Low-Income Tax Housing Credits

Fifth Third's Community Development Banking Group works to meet the unique capital needs of leading for-profit and nonprofit developers of affordable housing. **In 2024, the group closed on over \$673 million in loans and investments to revitalize neighborhoods. This commitment includes the creation and preservation of 3,684 units of housing.**

Fifth Third specializes in financing affordable housing developments that have received reservations of Low-Income Tax Housing Credits, or LIHTCs. The Fifth Third CDC also invests in federal, state and historic tax credits, new markets tax credits and equity equivalent investments.

Fifth Third also participates in LIHTC construction and/or bond financing, 15-year permanent financing, equity bridge financing, new market tax credit leverage lending, and syndicator bridge financing to boost affordable housing in the markets served by Fifth Third Bank.

Fifth Third Receives \$50 Million Federal New Markets Tax Credits Allocation

The Fifth Third New Markets Development Company, an affiliate of the Fifth Third CDC, has received a \$50 million allocation in New Markets Tax Credits from the U.S. Department of Treasury's Community Development Financial Institutions Fund, one of 104 community development entities across the U.S. to receive an award in the \$5 billion Treasury fund allocation announced on Sept. 19, 2024.

The New Markets Tax Credit Program helps economically distressed communities attract private investment capital and helps to fill project financing gaps. Communities benefit from the jobs associated with investments in manufacturing, retail and technology, as well as from greater access to housing and public facilities such as health, education and childcare.

Fifth Third's first use of the NMTC allocation was **\$2 million for the Talbert House Hamilton County Crisis Center in the Avondale neighborhood of Cincinnati**, which is part of our Neighborhood Program. The Center will provide essential behavioral health services from a newly-purchased 46,000 square foot facility.

The Center will reduce the burden on local emergency services by decreasing the number of arrests, hospital stays and emergency room visits associated with mental health crises. The Center's structured environment and specialized care also will improve patients' quality of life and reintegration into the community. The Center will create 28 jobs during the construction phase and 14 permanent jobs once opened.

Fifth Third also is funding \$5 million for the Phyllis Wheatley YWCA in Atlanta. The YWCA will provide needed services to over 1,600 people annually, of which 96% will be low-income. Services will include an Early Learning Academy for children, a Digital Skills Academy offering job training, financial counseling and career support, a private consultation space for health services, and a large multipurpose meeting room and classrooms for programming.

Small and Micro Business Lending

Fifth Third works in the communities we serve to support businesses, including small businesses, which helps to revitalize neighborhoods by creating thriving commercial corridors, which create jobs and revitalize neighborhoods.

Small Businesses

Small businesses are the backbone of the U.S. economy. Supporting them through lending, investments and technical assistance is a significant part of our commitment to economic development.

We support small businesses in a multitude of ways—from direct support in term of loans and other financing to indirect support through our investments in community development financial institutions, nonprofit organizations that provide technical assistance, and programming like workshops to aid small businesses.

Fifth Third is a U.S. Small Business Administration Preferred Lender. The Bank continues to invest in the SBA program and in our ability to offer several types of SBA loans, including 7(a), Express, 504 and commercial real estate 100% financing loans.

Community Development Financial Institutions

We know there are times when small businesses—and others—require additional assistance and guidance beyond what we can provide. Community development financial institutions, or CDFIs, help to fill that gap. These private institutions provide responsible, affordable capital to those who are unable to use traditional banking products or resources, and Fifth Third is committed to supporting them.

We provide capital directly to CDFIs and CDFI funds. This money not only provides loans but invaluable coaching and technical assistance as well. We have strong working relationships with CDFIs in most of our markets.

In 2024, we invested \$15 million in CDFIs.

Investments were in the Community Reinvestment Fund, USA (CRF) for the new Small Business Catalyst Fund, the Affordable Housing Trust Fund in Columbus, Ohio, and Accion.

Small Business Catalyst Fund

Fifth Third partnered with the Community Reinvestment Fund, USA (CRF) to launch the Small Business Catalyst Fund in November 2024.

The Fund is a \$7.85 million investment that will empower small businesses across our 11-state Consumer Bank footprint to grow and create jobs in their communities and build a more equitable small business ecosystem.

The Fund connects small business owners to potential capital options offered by trusted Community Development Financial Institutions (CDFIs). **The program utilizes an innovative funding model that combines grants, micro loans and small business loans.**

Grants are available through the Small Business Catalyst Fund for very early stage and emerging small businesses who are not yet established as credit or debt worthy. Grant funds can be used for working capital, equipment and/or operations. The Fund had an open call and deployed 47 grants in early 2025 worth a total of \$250,000. Each of the grants were deployed in the nine neighborhood served through Fifth Third's Neighborhood Program.

The Small Business Catalyst Fund also had closed three loans as of March 2025 worth over \$226,000. **Loans can range from \$5,000 to \$250,000 for early stage-businesses, and up to \$750,000 for businesses in later stages of maturity.**

The Small Business Catalyst Fund provides an alternative to help small and micro business owners to obtain working capital when traditional lending is not an option.

Funders include the Fifth Third Foundation, the Fifth Third CDC and Rockefeller Philanthropy Advisors. CRF administers grants and small business loans and work alongside two local CDFI partners who focus on microloans and technical assistance: Ohio-based Economic & Community Development Institute (ECDI) and New York-based Ascendus.



Small Business CATALYST FUND

SmallBusinessCatalystFund.com





Introducing the Small Business Catalyst Fund

Accelerate the momentum of your small business

Ready to take the next step on your small business journey? You're in the right place.

Created in partnership between Community Reinvestment Fund, USA (CRF) and Fifth Third Bank, the Small Business Catalyst Fund connects small business owners to potential capital options offered by trusted Community Development Financial Institutions (CDFIs).

Apply For Grant

\$5,300 grants awarded to qualifying small businesses

The Small Business Catalyst Fund offers grants to small businesses located throughout Fifth Third's geographic footprint, with priority given to businesses located within the Neighborhood Program communities. The grant awards of \$5,300 can be used for working capital, technical assistance, or other similar expenses that occur in the regular course of business. Also, because it's a grant, it doesn't need to be repaid!



Applications will be accepted between Oct. 31 - Nov. 24, 2024

Apply For Loan

Loans available from \$5,000 - \$750,000

Finally, a capital option designed for your small business needs. Secure a working capital loan for as low as \$5,000 and up to \$750,000 from a trusted program partner. Use a Small Business Catalyst Fund loan to cover operating expenses, pay for unexpected expenses, purchase inventory, and more. All things that contribute to the sustained growth of your business.



Supporting Partners





Community Energy Access and Resiliency

Across our communities, we see an increasing challenge around energy affordability, a growing desire for energy independence, and the need for increased climate resilience for events like major natural disasters. Building upon these community needs, Fifth Third has built a strategy to support more sustainable communities utilizing our place-based economic development model.

In addressing these challenges, we seek to develop a set of sustainable community tools, such as market building (through green banks, CDFIs, and community partners); the development of sustainable financial products (to meet specific market needs); and enhanced community engagement (through placed-based partner networks).

Community Solar Pilot

A pilot program involving the installation of solar panels for low income residents is helping to make the Near East Side in Columbus, Ohio, a more sustainable community and to build wealth for homeowners. Fifth Third is supporting a blended finance approach in collaboration with key community partners, including the region's local green bank. Participating homeowners are expected to see a reduction in electric costs for six years, before taking full ownership of the solar system (and all the electricity it produces) in year seven.

Fifth Third has also made a \$5 million EQ2 (Equity Equivalent) Investment in a sustainable financing program delivered by the Local Initiatives Support Corporation (LISC). As part of this investment, LISC will provide loans to sustainable infrastructure projects (from energy efficiency improvement to solar panels) targeted to low- and moderate-income borrowers.

Electric Vehicle Charging

Fifth Third continued to expand its electric vehicle charging network into communities across our footprint. In an effort to support customers, local communities, and our employees who drive electric vehicles, we now offer more than 70 fee-free EV charging ports at locations across our footprint. In 2024, EV users logged more than 8,200 charging sessions (over 174,000 kWh in energy use). Fifth Third retired an additional 175 MWh in RECs to offset the energy consumption from vehicle charging.

Disaster Recovery and Resiliency

In the fall of 2024, we deployed our eBus to provide disaster relief after the devastating Hurricanes Milton and Helene passed through several of our regions. Through services available on our eBus, Fifth Third bankers were able to assist significant numbers of our neighbors get access to aid and meet their immediate needs. Our new partnership with SpringFour was crucial to our ability to get community members connected quickly to the services they most needed.

This hands-on approach was in addition to multiple grants made to the American Red Cross through the Fifth Third Foundation. Part of that funding included \$100,000 for aid in the Carolinas as well as \$125,000 to nine community-based nonprofits and food banks across North Carolina, South Carolina, Georgia, Tennessee and North Florida.



Fifth Third employees also were affected by these weather events. Our resiliency efforts included them. We provided detailed information on available resources through regional communications networks. These resources included:

- Fifth Third's employee assistance program, SupportLinc. We reminded employees they can call any time, 24 hours a day, seven days a week, to talk with a caring, professional consultant who can help them stay safe and deal with the emotional strain; identify local and national resources; and find expert resources for legal, financial, and insurance issues.
- Information on OptumRx pharmacy care services, including some emergency protocols for prescriptions.
- The Fifth Third Bank Virtual Concierge team, powered by Best Upon Request. The team researched hurricane relief and disaster recovery resources, made hotel and car rental reservations, found contractors for home repairs, arranged insurance quotes and ordered needed items.
- The Fifth Third Cares Fund. This fund helps employees facing serious financial hardships due to unforeseen and unpreventable circumstances.
- Provided Red Cross contact information.

Financial Education

A solid foundation of financial knowledge is essential for students as they learn and grow. Fifth Third continues to evolve and improve our suite of financial education programs for young people of all ages, an effort that began more than 20 years ago.

In 2024, Fifth Third expanded our programs to junior high school students and took steps toward a new curriculum designed by college students for college students that will launch in the coming months. Our focus on financial education is part of our strategy to boost inclusion and success in an evolving economy.

Fifth Third Young Bankers Club® and Fifth Third Bank Finance Academy®

Fifth Third's flagship financial education programs have been modernized and transitioned to a digital format to enhance accessibility and sustainability. Despite this shift, the programs continue to offer a personalized, hands-on teaching approach suitable for use in school classrooms and community organizations.

Each of our programs meet Common Core standards for mathematics and national standards for K-12 Personal Finance Education by the Council for Economic Education and the Jump\$tart Coalition. The gamified and digital programs can be led by teachers or other instructors.

Fifth Third offers the Fifth Third Bank Young Bankers Club® and the Fifth Third Finance Academy®, the latter of which includes three programs: High School Personal Finance, High School Entrepreneurship and Junior High Personal Finance. Each program features pre- and post assessments that measure content mastery and student progress.

Fifth Third's financial education programs cover the following topics as episodes and/or modules:

Young Bankers Club

- Spending and Saving
- Credit and Debt
- Employment and Income
- Investing
- Risk Management and Insurance
- Financial Decision Making

High School Personal Finance

- Earning Income
- Spending
- Managing Credit
- Saving
- Investing
- Managing Risk and Insurance
- Entrepreneurship

High School Entrepreneurship

- How to Develop a Business Idea
- How to Set up a Business for Success
- How to Launch and Manage a Business
- How to Grow a Business

Junior High Personal Finance

- Earning Income
- Spending and Payment Methods
- Managing Credit
- Savings and Investments
- Managing Risk and Insurance



The character Maximillion Money leads students through the Fifth Third Bank Young Banker's Club®.

As we worked to roll-out and scale the next iterations of the programs, we educated nearly 1,500 students in YBC and over 1,000 in Finance Academy. We also saw knowledge gains in both programs as assessed by pre- and post assessments. Finance Academy delivered a 15% increase in knowledge gain among students.

A Gen-Z Financial Curriculum

In partnership with Grand Valley State University, Fifth Third is helping to shepherd an innovative new approach to financial literacy that empowers Gen Z college students to design and teach a financial education curriculum for high school and other college students. The new curriculum is a part of the university's robust Rep4 program. Rep4, which stands for rapid education prototyping, mobilizes learners as chief architects of their own education.



The Fifth Third Foundation supported a new student-designed financial literacy tool at Grand Valley State University. It was announced at an event in 2024. The photo was taken in front of Fifth Third's Financial Empowerment Mobile (eBus).

While in its early stages of development in 2024, the new Rep4 FinLit program will guide Gen Z students through a continuum of learning that follows a defined path. The pathway is:

- **Money Mindset:** Understanding one's experience with money.
- **Building Healthy Habits:** Practicing healthy financial habits by dedicating time to manage one's finances.
- **Money Management:** Tools and tactics for minding finances and practical approaches to earning, saving and spending.
- **Navigating Credit:** Understanding loans and credit scores and their impact.
- **Planning for the Future:** Earnings growth, retirement planning and insurance.
- **Financial Independence:** Utilizing financial knowledge to empower decisions and enact positive change.

The Rep4 FinLit will launch locally in 2025 in West Michigan. National launch will occur in 2026.

Additional Education Programs

In addition to our signature programs, we also sponsor and provide financial education to our communities through the expertise of our bankers and through partnerships in the community.

Fifth Third Empower U® is a financial educational program offered for adult learners. We have nearly 500 business clients that take advantage of EmpowerU courses taught by Fifth Third bankers, and many of our bankers conduct sessions in their communities as well. Topics covered in Fifth Third Empower U® include financial health, investments and planning, insurance, homeownership and college funding.

Fifth Third also offers Retirement University®, a holistic approach to retirement planning through its website on 53.com.



Fifth Third bankers and "rising star" students in Orlando.

Workforce Development

The ability to gain meaningful employment is critical to economic mobility. Workforce development is a key component of Fifth Third's place-based economic development initiatives.

For many years, Fifth Third has worked with the National Urban League to advance the workforce and funded programming through a \$1 million grant from the Fifth Third Foundation.

Focused on up-skilling and re-skilling underemployed community members, the partnership is delivering career counseling services, career advancement credentialing and certification opportunities.

It also provides training through:

- **The Urban Apprenticeship Jobs Program**, which creates employment opportunities in communities through registered apprenticeship and pre-apprenticeship programs.
- **The Urban Reentry Program**, which provides formerly incarcerated adults with the necessary skills and training to successfully reenter the job market.
- **Urban Techs Jobs Program**, which trains unemployed individuals for middle-skill occupations in the Information Technology sector.
- **The Urban Youth Program**, an evidence-based program with a focus on education and employment for youths aged 16-24 who have either experienced the criminal justice system or who are disadvantaged.

Prior to the programs, the average wage of the participants was \$17.36 per hour. Post-program reported wages have been as high as \$35.93 per hour in some cases.

Access to Finance

We are committed to opening branches where we can best serve the needs of our customers and address banking deserts, areas where banks are not physically present.

In addition to utilizing our Financial Empowerment Mobile and Banking to Go kiosk to address gaps in financial services in underserved communities, Fifth Third seeks to open new, permanent branches in those areas.

In 2024, we opened seven new Fifth Third branches in low- and moderate-income census tracts. We also opened seven additional branches in areas located in close proximity to these areas. In 2025, Fifth Third expects to open 15 more branches in LMI neighborhoods.

An Improved Customer Experience

All of Fifth Third's new construction branches feature our new NextGen design, which is creating a better experience for both customers and employees, in part, because of the design of the physical space.

"Employees are able to engage in conversations easier with a customer-centric layout, and visitors should feel at home with warm materials and comfortable spaces that offer various levels of privacy," said Vikas Srivastava of Enterprise Workplace Services, who leads the design for our retail banking centers.

Our NextGen design enables mobile bankers to use technology that allows them to meet and serve customers in a variety of settings. Rather than having "teller windows," the new space gives employees the freedom to move around the lobby. Tablet devices encourage a more direct and personal way of serving our customers.

The designs also feature a tech wall with a dynamic digital screen focused on customer education and many flexible meeting and seating areas.

Business partners from Fifth Third Securities, Mortgage and Business Banking use the space to assist the financial needs of the community.

24/7 Access

Fifth Third also provides customers access to their accounts 24 hours per day, seven days a week via our Fifth Third Internet Banking system at 53.com and via our mobile app. With account openings now available on the eBus as it visits underserved communities, our digital access capabilities give community members the ability to have paychecks automatically deposited and to check account balances, pay bills and make funds transfers at their convenience.

Fifth Third also had a network of 40,000 fee-free ATMs through 2024.



In 2024, Fifth Third opened a new branch in majority LMI Historic West End in Charlotte, North Carolina and we held a festive grand opening in early 2025. The banking center was the fulfillment of a promise made through Fifth Third's Neighborhood Program to address a banking desert.

Fifth Third Opened Seven New Financial Centers in LMI Areas:

- Burkhardt Banking Center in Evansville, Indiana (relocation).
- Lake Nona Banking Center in Orlando, Florida.
- Fordham Boulevard Banking Center in Chapel Hill, North Carolina.
- Historic West End Banking Center in Charlotte, North Carolina.
- Peachtree Corners Banking Center in Peachtree Corners, Georgia.
- Veterans Parkway Banking Center in Jeffersonville, Indiana (relocation).
- West Bloomingdale Banking Center in Riverview, Florida (relocation).

Fifth Third's Financial Empowerment Mobile

The Fifth Third Financial Mobile, or eBus, is the vehicle we've used to reach out to communities throughout our footprint for over 20 years. **In 2024, the eBus underwent a massive transformation to enhance our service offerings.** The eBus now brings more than just financial education and credit counseling to our neighbors. **It also delivers immediate access to 24,000 free local, statewide, and national social services covering a multitude of needs such as rental resources and down payment assistance; income tax services; employment, transportation and childcare assistance; small business support; disaster relief; and resources for the military and veterans.** These expanded services are due to Fifth Third's collaboration with [SpringFour](#), a women-led, social impact fintech company. The eBus offers access to these services through its digital self-service financial wellness solution:

- Visitors enter their zip code and search for assistance in the specific category where assistance is required.
- SpringFour provides instant, localized results for human and social services organizations.
- Fifth Third and SpringFour provide tablets on the eBus for visitors to access the service or give instructions for use on personal mobile devices.

In 2024, the five areas of assistance that Fifth Third eBus visitors sought most were food savings, employment services, rental resources, down payment assistance and financial counseling. **Together, Fifth Third and SpringFour delivered 11,953 financial health referrals through 2,490 searches on the eBus.**



Guests of the Fifth Third eBus access services.



The reimagined eBus toured through multiple states in 2024.

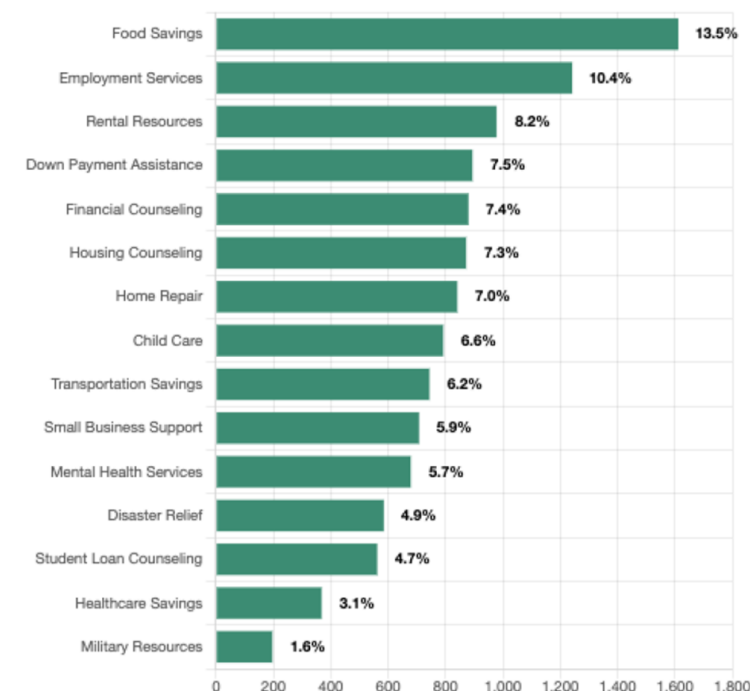
Account Openings

In addition to these vital services, **the eBus now brings the ability for our on-board bankers to open a Fifth Third Momentum Banking® checking account for visitors on-site.** This is important for community members looking to establish a strong financial foundation and begin to build wealth. According to World Bank Group, "Being able to have access to a transaction account is a first step toward broader financial inclusion since a transaction account allows people to store money, and send and receive payments. A transaction account serves as a gateway to other financial services."

Fifth Third Momentum Banking is our award-winning account that features Early Pay®, Extra Time® and other features.

In 2024, the new, reimagined eBus hit the streets and served nearly 7,000 people in its first six months as it traveled to 78 events in communities across Ohio, Kentucky, Indiana, the Carolinas, Michigan, Tennessee, Georgia and Florida.

Areas of assistance Fifth Third Customers received the most referrals in 2024



Appendix

INVESTOR INFORMATION

[2024 Annual Report \(Form 10-K\)](#)

[2025 Proxy Statement](#)

[Sustainable Bond Framework](#)

CUSTOMER INFORMATION

[Fifth Third Momentum® Banking](#)

[Preferred Banking](#)

[Fifth Third Express® Banking](#)

[Business Banking](#)

[Commercial Banking](#)

[Wealth Management](#)

2024 SUSTAINABILITY INFORMATION

[2024 GRI Index](#)

[2024 SASB Index](#)

[2024 Stakeholder Capitalism Metrics Index](#)

[2024 CDP Response](#)

[2024 GHG Verification Statement](#)

[2024 Environmental KPI Assurance Statement](#)

[2024 Environmental Data Table](#)

[2023 EEO-1 Table](#)

ADDITIONAL SUSTAINABILITY INFORMATION

[Code of Business Conduct and Ethics](#)

[Corporate Governance Guidelines](#)

[Government Affairs Policy](#)

[Human Rights Statement](#)

[Non-Retaliation Policy](#)

[Privacy and Security](#)

[Third Party Code of Conduct](#)

BOARD COMMITTEE CHARTERS

[Audit Committee](#)

[Finance Committee](#)

[Human Capital and Compensation Committee](#)

[Nominating and Corporate Governance Committee](#)

[Risk and Compliance Committee](#)

[Technology Committee](#)

Contact Fifth Third

INVESTOR RELATIONS

ir@53.com or ir.53.com

SUSTAINABILITY INFORMATION

[Sustainability site](#)

MEDIA RELATIONS

[Media Center](#)

CUSTOMER SERVICE

1-866-671-5353 or 53.com

Operational Impact Data

The table below includes recent environmental data. Environmental data from 2014 onwards is available at ir.53.com.

	Unit	2024	2023	2022	2021
Greenhouse Gas Emissions¹					
Fossil Gas	Mt CO ₂ e	7,867	8,669	10,357	10,538
Diesel	Mt CO ₂ e	156	53	96	94
Refrigerant	Mt CO ₂ e	499	111	56	974
Corporate Vehicles	Mt CO ₂ e	8	11	11	13
Corporate Jet	Mt CO ₂ e	920	1,015	1,125	860
Total Scope 1 emissions	Mt CO₂e	9,449	9,859	11,645	12,479
Scope 2 emissions (Location-based)	Mt CO ₂ e	51,413	60,284	65,075	64,927
Green-e Renewable Energy Certificates retired	MWh	138,642	154,574	140,992	147,048
Total Scope 2 emissions (Market-based)	Mt CO₂e	0	0	0	0
Scope 3 emissions from employee business travel (category 6)	Mt CO ₂ e	12,203	12,742	11,187	7,109
Total Scope 1, Scope 2 (Market-based), & Scope 3 (category 6) emissions	Mt CO₂e	21,652	22,601	22,832	19,588
Verified carbon offsets retired	Mt CO ₂ e	21,700	22,620	22,832	19,588
Net Operational GhG emissions	Mt CO₂e	0	0	0	0
Additional Scope 3 emissions: ²					
Purchased goods and services (category 1)	Mt CO ₂ e	125,506	181,497	204,470	297,277
Capital goods (category 2)	Mt CO ₂ e	34,353	53,623	38,768	58,754
Fuel- and energy-related activities (category 3)	Mt CO ₂ e	10,963	13,447	20,069	21,989
Upstream transportation/distribution (category 4)	Mt CO ₂ e	4,619	3,772	716	3,060
Waste generated in operations (category 5)	Mt CO ₂ e	2,811	2,900	2,604	3,294
Business travel (category 6)	Mt CO ₂ e	See above	See above	See above	See above
Employee commuting (category 7)	Mt CO ₂ e	18,419	21,033	19,574	14,436
Upstream leased assets (category 8)	Mt CO ₂ e	N/A	N/A	N/A	N/A
Downstream leased assets (category 13)	Mt CO ₂ e	812	665	577	570
Total additional Scope 3 emissions	Mt CO₂e	209,685	276,936	286,778	399,380

N/A = Not available

Mt = Metric tons

MWh = Megawatt hours

¹ Scopes 1, 2, and 3 emissions have been independently verified. Verification statements are available in the Additional Disclosures section of ir.53.com. For 2024, carbon offsets were obtained from A-Gas V12 project (2022 vintage) registered by the American Carbon Registry. All carbon offsets independently verified in accordance with industry best practices.

² A portion of the greenhouse gas emissions from categories 8 and 13 are reported within the totals for Scope 1 and Scope 2 emissions.

	Unit	2024	2023	2022	2021
Energy Consumption²					
Electricity	MWh	128,272	134,382	140,992	147,048
Fossil Gas Energy	MWh	43,407	47,835	57,167	58,151
Diesel Energy	MWh	614	208	275	370
Gasoline	MWh	34	47	379	53
Jet Fuel	MWh	4,336	4,785	5,308	4,054
Total Energy Use	MWh	176,662	187,257	206,593	209,676
Water Consumption²					
Water Usage	Kilo Gallons	169,411	166,723	161,832	150,402
Waste³					
Recycled and composted/diverted material	Tons	1,734	1,738	1,825	1,864
Secure shred paper recycling	Tons	3,257	3,551	3,797	4,093
Municipal solid waste	Tons	4,306	4,409	4,355	4,601
Construction and demolition waste -Disposed	Tons	614	743	318	1,017
Construction and demolition waste -Diverted from landfill	Tons	1,898	4,619	770	3,806
Electronic waste recycling	Tons	118			
Waste Diversion rate	%	59%	66%	58%	64%
Other Metrics					
Energy Star certified space ⁴	Square Feet (SF)	1,450,992	1,207,229	416,027	298,816

³ The energy and water consumption data calculated for owned and ground-leased buildings where Fifth Third receives a utility bill. Waste data includes all locations where Fifth Third receives a waste bill and data. The paper data calculated based on office paper purchased through Fifth Third's primary supply vendor. Verification statements are available in the Additional Disclosures section of [ir.53.com](https://www.fifththird.com/ir/53.com).

⁴ Space that has previously been certified in U.S. EPA Energy Star program.

TCFD Index

This table identifies where to find information related to each of the recommended disclosures from TCFD, including in this report and in Fifth Third's other publicly available documents.

Recommended Disclosure	Sustainability Report References	Other Source References
Governance		
Board's oversight of climate-related risks and opportunities	Corporate Governance, Board Committee Oversight of Sustainability (pg.9)	2024 Annual Report (Form 10-K) 2025 Proxy Statement Audit Committee Charter Nominating & Corporate Governance Committee Charter Risk & Compliance Committee Charter Sustainability Report
Management's role in assessing and managing climate-related risks and opportunities	Our Approach to Sustainability, Sustainability Committee (pg. 6) Risk Governance, Three Lines of Defense (pg.13) Climate Risk Management, Climate Risk Governance (pg.43) Climate Risk Management, Educating Management and Employees (pg.43)	2024 Annual Report (Form 10-K)
Strategy		
Climate-related risks and opportunities the organization has identified over the short, medium and long term	Risk Governance, Risk Management Process (pg.13) Sustainable Finance (starting on page 37) Operational Sustainability, Reducing our Energy Use (starting on page. 41) Climate Risk Management (starting on page 43)	2024 Annual Report (Form 10-K)
Impact of climate-related risks and opportunities on the organization's businesses, strategy and financial planning	Customer Privacy and Information Security, Our First Line of Defense (pg. 16) Climate Risk Management (pg. 43)	2025 Proxy Statement
Resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2° C or lower scenario	Climate Risk Management, Climate Risk Analytics and Scenario Analysis (pg.45)	
Risk Management		
Organization's process for identifying and assessing climate-related risks	Risk Governance, Risk Management Process (pg.13) Climate Risk Management, Integrating into the Risk Management Process (pg. 44)	2024 Annual Report (Form 10-K)
Organization's processes for managing climate-related risks	Risk Governance, Risk Management Process (pg.13) Climate Risk Management, Integrating into the Risk Management Process (pg. 44)	2024 Annual Report (Form 10-K)
How processes for identifying, assessing and managing climate-related risks are integrated into the organization's overall risk management	Climate Risk Management, Integrating into the Risk Management Process (pg. 44)	2024 Annual Report (Form 10-K)
Metrics and Targets		
Metrics used to assess climate-related risks and opportunities in line with its strategy and risk management process	Climate Risk Management, Credit-related transition and physical risk exposures (pg. 45) Climate Risk Management, Monitoring Beyond Credit Risk (pg.45)	
Scope 1, Scope 2, and Scope 3 greenhouse gas ("GHG") emissions	Appendix , Operational Impact Data (starting on page 58)	
Targets used by the organization to manage climate-related risks and opportunities and performance against targets	Sustainable Finance & Operations (starting on page 36)	2025 Proxy Statement